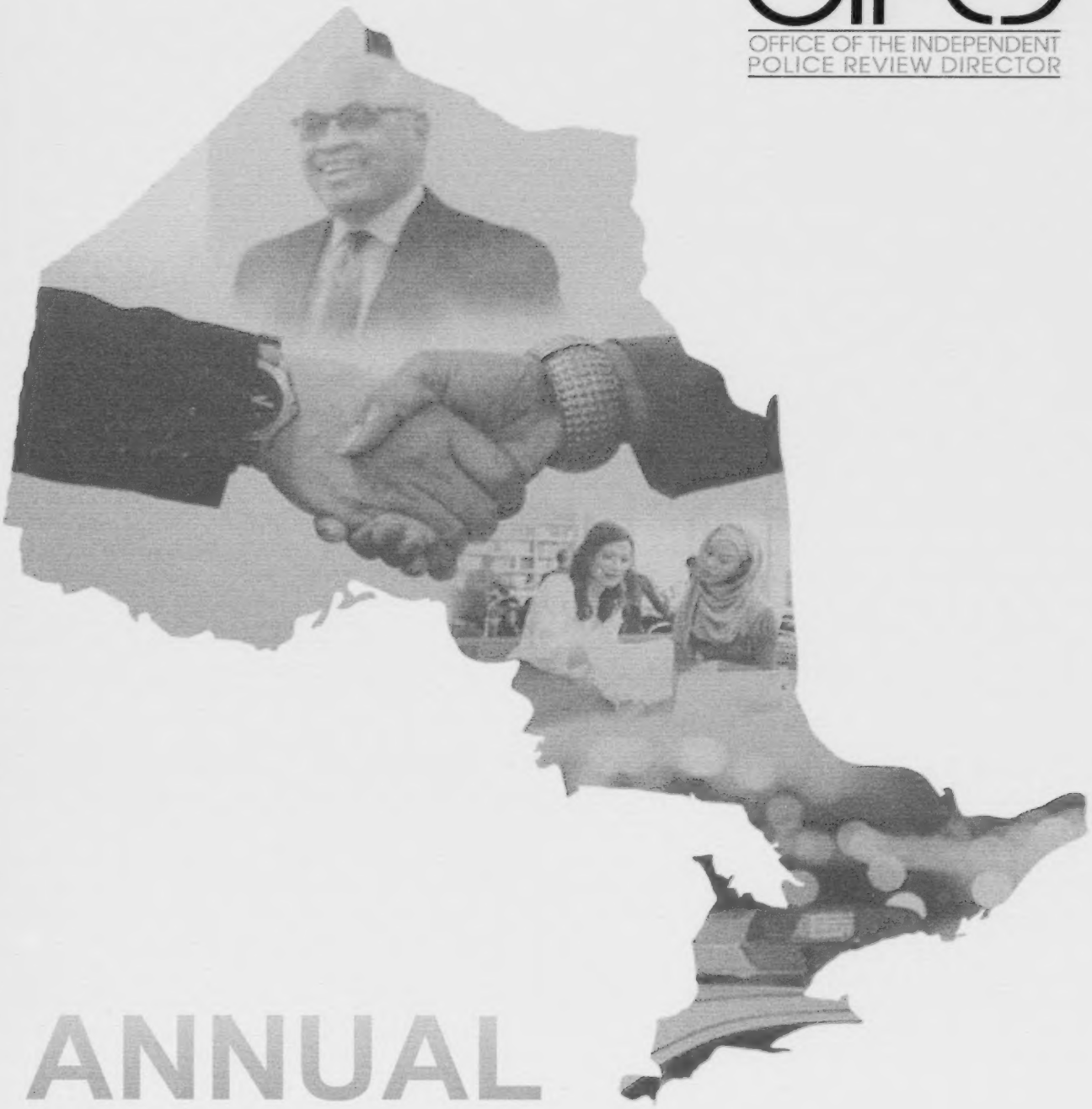
OIPRD

OFFICE OF THE INDEPENDENT
POLICE REVIEW DIRECTOR



ANNUAL REPORT

2016–17

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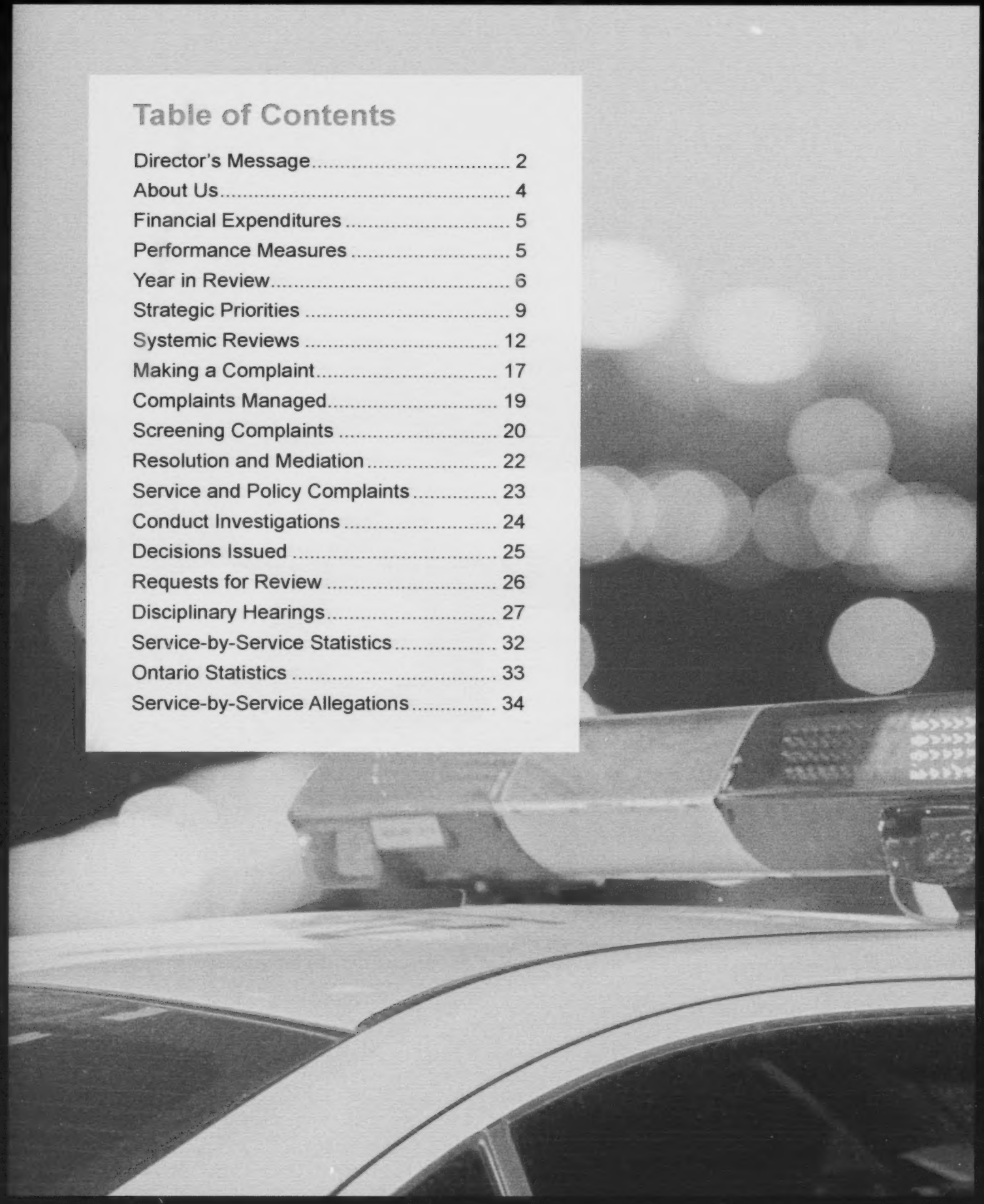

Police Complaint Statistics

The 2016–17 complaint statistics for each of Ontario's 52 municipal and regional police services, and the Ontario Provincial Police are presented on the pages listed below.

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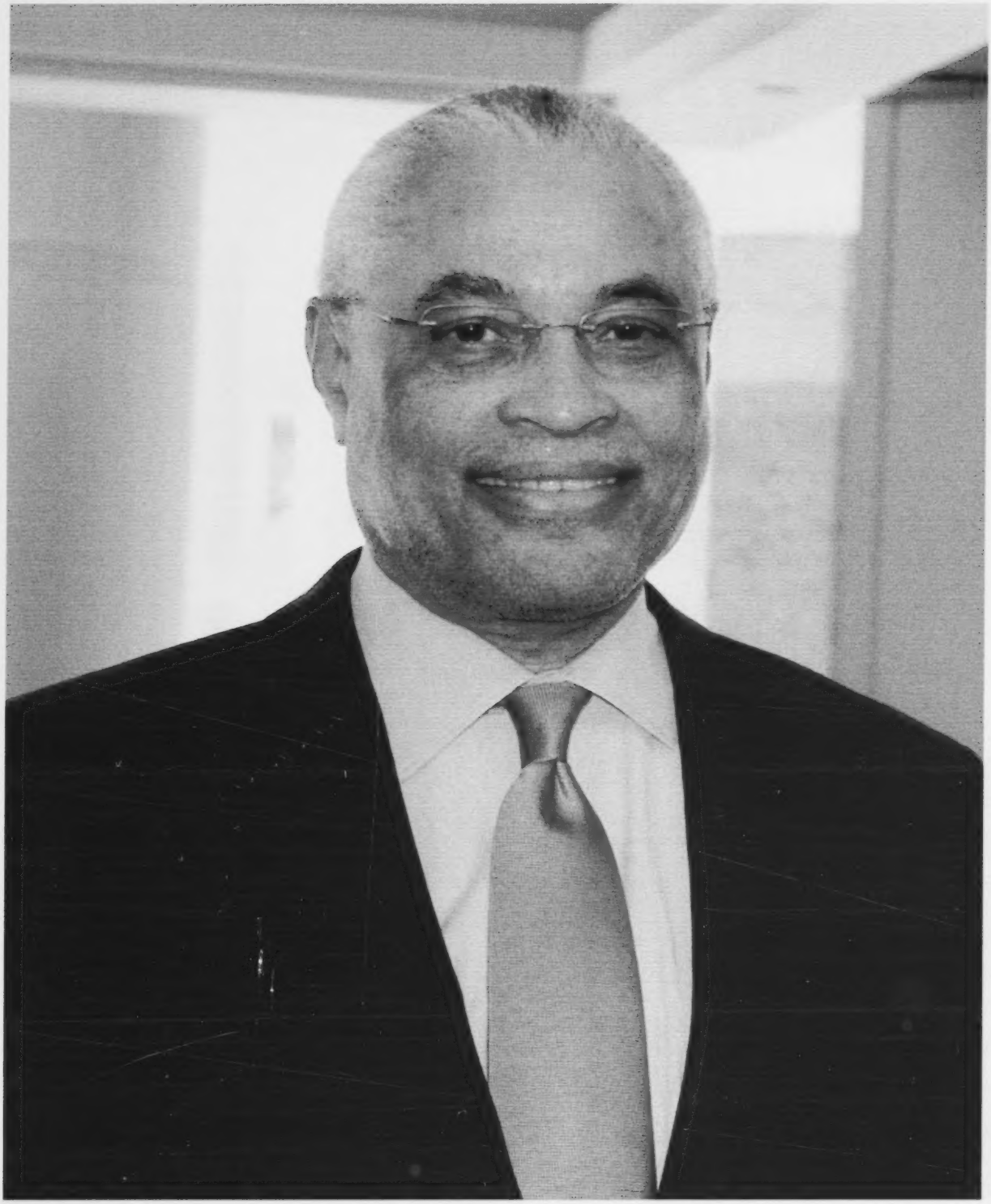
DIRECTOR'S MESSAGE



This annual report covers the fiscal year April 1, 2016 to March 31, 2017, and provides an overview of the work the Office of the Independent Police Review Director (OIPRD) completed over the past year.

2016–17 brought with it the promise of changes to police oversight and policing. The Ministry of the Attorney General (MAG) announced a review of Ontario's police oversight agencies led by the Honourable Michael Tulloch, while the Ministry of Community Safety and Correctional Services (MCSCS) continued its work to modernize policing with its Strategy for a Safer Ontario. I welcome every change that will provide Ontarians with a more robust civilian police oversight system.

When I was appointed Independent Police Review Director (Director) I was given new legislation for a public complaints system that was untested. Over the past eight years that legislation has been well-tested and I have found gaps that have caused confusion, delays and frustration for all participants. My office provided MAG and, subsequently Justice Tulloch with recommendations and feedback for amendments to the legislation that would improve the complaints system.

In April 2017, Justice Tulloch released his report and recommendations for the future of the OIPRD, the Special Investigations Unit (SIU) and the Ontario Civilian Police Commission (OCPC). I support recommendations that would make the complaints system stronger. I believe that new legislation, built on Justice Tulloch's recommendations and properly resourced, would usher in a more effective police complaints system that both the public and the police could have faith in.

Meanwhile, I continue to work to improve transparency and accountability in policing through an increased focus on systemic reviews. In the past year we completed one systemic review, "Casting the Net: A Review of Ontario Provincial Police Practices for DNA Canvasses," and released our interim report on "Police Interactions with People in Crisis and Use of Force." The work on this review continues.

We began two new systemic reviews: one into police practices for strip searches and one into the Thunder Bay Police Service's practices for policing Indigenous People. Over the past months I have spent time in Northern Ontario meeting with groups and individuals, and listening to the experiences of members of Indigenous communities and others in their interactions with Thunder Bay police.

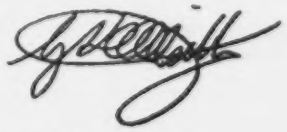
The public expects more from their police services and is vocal about what they want. The role of the police officer has become more complex as the public expects officers to be flexible in their approach, more even-handed in dealing with the public and more attuned to the population they serve. This is not a bad thing. These discussions contributed to the introduction of a new regulation addressing street checks, which will have an impact on the way police officers do their job and interact with members of the public. I will continue to monitor complaints to ensure police services comply fully with the new regulation.

I continue to promote Alternative Dispute Resolution in the complaints process. Our Customer Service Resolution and mediation programs have been successful in opening up lines of communication between officers and complainants. In January, my office rolled out a pilot Enhanced Mediation Program to 12 police services, with the goal of encouraging mediation in less serious complaints after they have been screened in, but before investigation.

Screening and investigating conduct complaints still remains the bulk of our work — as it should be. The number of complaints to the OIPRD has increased over previous years.

While my office awaits the Government's response to Justice Tulloch's recommendations and potential legislative changes, the OIPRD will continue to work to improve our processes and to manage police complaints in a transparent and accountable manner.

I would like to thank my staff for their hard work and dedication. Their efforts are integral to the success of the public complaints system and I am grateful for their passion and professionalism.



Gerry McNeilly
Independent Police Review Director

ABOUT US

The Office of the Independent Police Review Director is an independent civilian oversight agency that receives, manages and oversees all public complaints about the police in Ontario. The OIPRD is an arm's-length regulatory agency of the Ontario Ministry of the Attorney General and receives its legislative authority from Part II.1 and Part V of the Police Services Act (PSA).

The OIPRD ensures that public complaints about police are effectively dealt with in a manner that is transparent and fair to both the public and the police. All decisions are independent of the government, the police and the public.

Purpose and Goals

The OIPRD's mission is to provide independent, impartial and effective management of public complaints about police in Ontario. The aim is to promote accountability of police services across Ontario and increase confidence in the public complaints system. Central to its work is the belief that public confidence in the public complaints system will lead to increased overall effectiveness of police and build greater trust in police services in Ontario.

We do this through:

- Oversight of public complaints through to their conclusion
- Investigation of complaints and oversight of police service complaint investigations
- Encouraging meaningful resolution of complaints
- Systemic reviews
- Education and outreach to the public and police
- Audits of how police services administer the complaints system

In fulfilling our commitments we are guided by the principles of:

Accountability: improving accountability of the public complaints system and remaining accountable to our stakeholders for the management of the public complaints process.

Integrity: working honestly and ethically to provide professional, objective, timely services to all stakeholders; respecting the privacy and dignity of our stakeholders and treating them fairly.

Independence: overseeing investigations by police services in a fair, transparent and effective manner and conducting independent investigations thoroughly and fairly.

Accessibility: providing an accessible system for the public to make complaints about police and increasing public awareness about the complaints system.

Inclusion: being responsive to, and inclusive of, diversity in delivering OIPRD services.

The Organization

The Independent Police Review Director (Director), the head of the OIPRD, is appointed by the Lieutenant Governor in Council on the recommendation of the Attorney General. The act requires that the Director cannot be a former or current police officer.

In addition to the Director, in 2016–17, the OIPRD had an allocation of 52 full-time employees and five temporary positions to meet our additional workload requirements. All OIPRD employees are civilians and cannot be serving police officers.

The OIPRD is organized into the following operational units:

- Executive Office
- Case Management
- Investigations
- Legal Services
- Communications, Outreach and Education
- Business Operations

FINANCIAL EXPENDITURES

This table outlines our budget and financial expenditures. Savings were identified in salaries and wages, and services. The OIPRD financial statements are subject to review by the Ministry of the Attorney General and subject to an audit by the Ministry of Finance.

Financial Expenditures for 2016–17

Budget	$7,070,000
Expenditures	$6,961,113

Year-end Expenditures 2016–17

Salaries and Wages	$5,121,126
Employee Benefits	$619,700
Travel and Communications	$182,145
Services	$937,126
Supplies and Equipment	$101,016
TOTAL	**$6,961,113**

PERFORMANCE MEASURES

Police Service Performance Measures

Performance Measure	**Percentage that achieved target in 2016–17**
Seven-day Local Resolution	84%
45-day Customer Service Resolution	59%
60-day report for policy/service complaints	53%
120-day investigative report – referred	52%

OIPRD Performance Measures*

Performance Measure	**Percentage that achieved target in 2016–17**
Two-day intake	88%
10-day screening	68%
120-day investigative report – retained	5%
47-day Request for Review	58%

* Complaints retained by the OIPRD are often more complex and, as a result, take longer to complete. In addition to conducting investigations, OIPRD investigators review all investigative reports prepared by police services, review police service investigative files for Requests for Reviews and conduct sytsemic review investigations.`

YEAR IN REVIEW

The Independent Police Oversight Review

On April 29, 2016, the Ministry of the Attorney General launched a review of Ontario's police oversight agencies: the Special Investigations Unit, the Ontario Civilian Police Commission and the Office of the Independent Police Review Director. The Honourable Justice Michael H. Tulloch was appointed to lead the independent review to provide the government with recommendations on how to enhance the transparency and accountability of the police oversight bodies while preserving fundamental rights, ensuring that police oversight bodies are effective, have clear mandates and reduce inefficiencies between the bodies.

Justice Tulloch held 17 public meetings and more than 100 private stakeholder meetings throughout the province. The public consultations received considerable media coverage. He asked for and received written submissions from stakeholders and members of the public. During the process, the OIPRD met with Justice Tulloch's team and provided them with our recommendations, many of which were included in the final report.

On April 6, 2017, Justice Tulloch released the Report of the Independent Police Oversight Review. Recommendations from the report that impact the OIPRD include:

- Changing the name of the office
- Creating separate legislation for police oversight
- Requiring the OIPRD to investigate all public complaints — no longer would the public complaints process allow police to investigate their peers
- Significantly enhancing resources of the OIPRD to enable it to carry out additional duties
- Making the OIPRD the sole decision maker for disciplinary charges that would be laid as a result of a public complaint
- Transferring the disciplinary hearing process from police chiefs to the Ontario Civilian Police Commission and giving carriage of the prosecution of disciplinary matters to independent public complaints prosecutors
- Extending the jurisdiction of the OIPRD to special constables, auxiliary police officers and First Nations police services that choose to opt in
- Expanding OIPRD authority to conduct investigations without a public complaint

In addition, there were recommendations made that would impact all of the agencies, including the collection of demographic data and race-based statistics, and increased outreach to Indigenous communities.

The Director publicly announced his support for recommendations that would make the complaints system stronger and enhance public confidence.

Street Checks Regulation

On January 1, 2017, the new regulation which governs police officers' interactions with members of the public in certain situations (also known as, street checks, regulated interactions or carding) went into effect throughout the province. The new regulation, O.Reg. 58/16: Collection of Identifying Information in Certain Circumstances — Prohibition and Duties, was created by MCSCS following public consultations and concern about police officers arbitrarily requesting identifying information from members of the public.The regulation covers the rules that officers are required to follow when they stop a member of the public to ask for identifying information, provided it is not a traffic stop, an arrest, during the execution of a warrant, or in the course of investigating a specific crime. The regulation stipulates that when officers collect identifying information they must offer members of the public a document that includes the officer's name and badge number and the contact information for the OIPRD.

MCSCS also added an amendment to the Code of Conduct under the Police Services Act, making it misconduct if an officer makes an unlawful or unnecessary psychological detention without good and sufficient cause; or collects identifying information for reasons other than those permitted under the new regulation.

Police services boards must develop policies related to the regulation. Police services must

create or amend their own procedures for stopping members of the public in these circumstances. Each service may have slightly different policies and procedures for regulated interactions. As a member of the Toronto Police Service's Police and Community Engagement Committee, the OIPRD has provided advice to Toronto Police Service in the creation of their procedures and communications strategy.

The OIPRD will retain any complaints about regulated interactions in order to maintain oversight of how police officers are applying the new rules.

Relevant Legal Decisions

Toronto Police Service and L.D. and Steven Mignardi 2016 ONSC 5500

A Superior Court Justice found that a respondent officer should be permitted to access the youth records of a prosecution witness at a disciplinary hearing.

A youth worker made a complaint that a youth was allegedly assaulted by a Toronto Police Service officer. The OIPRD investigated and substantiated the complaint, and referred the matter to the chief for a hearing.

The police chief brought an application before the Ontario Court of Justice Youth - Criminal Court seeking an order to use the youth records relating to the complaint at the disciplinary hearing. The respondent officer brought a cross-application for the production of all of the records related to the youth, for the purposes of cross-examination. The applications were heard together and both were denied.

Both parties appealed the decision to a single judge of the Superior Court of Justice. The appellate judge allowed both applications and ruled that access to all of the witness' youth records was required to allow the respondent officer to make full answer and defence.

The chief is appealing this decision to the Court of Appeal. The OIPRD, Justice for Children and Youth, and the Criminal Lawyers Association have been granted leave to intervene in the appeal, which is scheduled to be heard in November 2017.

IPRD v. Regional Municipality of Niagara Police Services Board, Paperides and Rogers [2016] O.J. No. 5506

The Divisional Court held that the Director and the complainant are entitled to the same procedural

rights in applications before police services boards as the respondent officer and the chief.

Where an investigation into a complaint results in misconduct being substantiated but more than six months have passed from the date on which the complaint was retained for investigation, a Notice of Hearing cannot be served on the respondent officer(s) without the approval of the police services board, pursuant to subsection 83(17) of the Police Services Act.

For a variety of reasons, the OIPRD was not able to complete its investigation within six months of the start of the investigation. As a result, the chief requested the approval of the police services board to serve a Notice of Hearing on the respondent officers. The Director provided submissions explaining the delay in the investigation. The board also allowed the officers to provide written submissions. Neither the Director nor the complainant was provided with the officers' submissions or permitted to reply to their submissions. The board held a hearing, at which the chief and the officers had the opportunity to make oral submissions, but neither the OIPRD nor the complainant were invited. Ultimately, the board dismissed the application to serve the respondent officers with a Notice of Hearing.

The OIPRD and the complainant brought an application for a judicial review of the board's decision. The Divisional Court found that the Director had standing to bring the application for judicial review as he was directly affected by the board's decision. Equally important, the court held that the Director and complainants must be given the same procedural rights as respondent officers at the board hearing, including the right to make oral submissions before the board. The board's decision was set aside and sent back for re-consideration. The officers sought leave to appeal this decision to the Court of Appeal, but leave to appeal was denied.

Green v. Toronto Police Service, 2016 ONSC 6433

The Divisional Court found that the Police Services Act does not set out that some types of misconduct are more serious than others.

In 2013, the complainant was arrested for being intoxicated in a public place. He was brought to the station and strip searched; shortly after, he was additionally charged with assault police. He filed a complaint in which he alleged his arrest was unlawful, as was the strip search conducted at the police station.

The OIPRD investigated the complaint and the Director substantiated the allegation of misconduct with respect to the unlawful strip search, but found that, in the circumstances, the misconduct was not of a serious nature. The chief agreed with the Director's decision and imposed discipline without a hearing.

The complainant brought an application for judicial review of the decisions of both the Director and the chief in which he argued that all strip searches ought to be classified as serious misconduct. The Divisional Court found that the Police Services Act does not designate certain types of misconduct as serious, and therefore that decision is a matter of discretion for the Director or the chief. In this case, the Court found that the Director's decision to classify the misconduct as not of a serious nature was reasonable and the reasons for so doing were sufficiently clear. The decisions of the Director and the chief were confirmed.

The complainant's request for leave to appeal to the Court of Appeal was denied.

STRATEGIC PRIORITIES

The OIPRD is committed to providing Ontarians with an effective and efficient police complaints system. In order to achieve this goal, we identified four strategic priorities that would guide the agency's direction over the year.

Confidence in the Complaints System

Increasing public confidence in the police complaints system is a central goal of our agency's mandate. Public confidence in the oversight system is fostered through public education, training, open communication and posting disciplinary hearings on our website in order to ensure transparency.

Over the past year, the OIPRD advocated for legislative changes that would make the agency more effective and provided comprehensive feedback to Justice Tulloch and the Independent Police Oversight Review.

In 2016–17, the OIPRD's outreach and education advisors conducted more than 175 presentations to stakeholders, nearly doubling our numbers from the previous year. These presentations were given to members of the public and the policing community, including:

- Youth and youth workers
- Indigenous groups
- University and college students (social sciences, criminology and police foundations)
- Legal clinics and duty counsel
- Mental health organizations and other community stakeholders
- Police services
- Police services boards

We also carried out significant outreach to Indigenous organizations and groups in support of our systemic review of the Thunder Bay Police Service. The Director and other members of the executive management team conducted more than 25 presentations to members of the public and provided training for professional standards officers, police service staff, and prosecutors and adjudicators from the complaints system.

Excellence in Police Oversight

Over the past year our office engaged in a review of our information technology and business processes with a view to modernizing and making them more responsive. By modernizating information technology, the office will be better able to support our operations and increase our ability to generate complaint data and statistics.

During 2016–17, the government signed an Order-in-Council (OIC) pursuant to the Youth Criminal Justice Act, which granted the OIPRD access to youth records held by police services. Prior to the OIC, the OIPRD had to delay investigations to bring a motion before a Youth Court to request access to the records. Where access to youth records could not be obtained, the matter had to be investigated by the police service. The OIC has increased the OIPRD's ability to deal with police complaints made by youth.

In July 2016, we released our updated Rules of Procedure to clarify existing practices, address procedural and legislative gaps, and reflect recent jurisprudence.

Resolving complaints through mediation helps to streamline the complaints process. Mediation also increases communication between complainants and police officers, thereby fostering improved relationships. In January 2017, the OIPRD implemented the Enhanced Mediation Program (EMP) pilot. EMP is a process that recommends complaint resolution of matters that appear to be of a less serious nature once complaints have been screened in for investigation, but prior to the start of an investigation. EMP was developed in consultation with police services and police associations. When complaints suitable for EMP are identified, the complainant is contacted with information on the program and is encouraged to participate. Participation in the program is increasing and EMP has been well received by both complainants and the police.

The OIPRD's legal unit continued to support all areas of the OIPRD in the effective management and oversight of complaints. The legal unit represents the Director in all litigation to protect

and enhance the public interest in the police complaints process.

In 2016–17, the OIPRD investigations unit streamlined its processes through an improved management structure in order to reduce investigative delays. The smaller team structure has improved lines of communication and review of investigations and investigative reports.

Influencing Change in Police Policies and Practices

The OIPRD has a mandate to recommend changes that will influence and improve policing policies, procedures and practices. While individual complaint investigations deal with police misconduct on a case-by-case basis, it is the work undertaken during systemic reviews that has the most potential impact on policing in Ontario. Systemic reviews examine policing issues that affect the community as a whole, rather than individually. Through this examination of issues, the OIPRD enhances public awareness of situations or practices and makes recommendations for change.

This past year the OIPRD released two systemic review reports: "Casting the Net – A Review of Ontario Provincial Police Practices for DNA Canvasses," and the interim report on "Police Interactions with People in Crisis and Use of Force." The OIPRD also announced two new systemic reviews: one of Ontario police services' policies and practices for conducting strip searches of people arrested or otherwise detained, and one of Thunder Bay Police Service's practices for policing Indigenous People.

Systemic reviews require a significant amount of time and resources, but result in important recommendations for policing across Ontario. The OIPRD is currently establishing a systemic review team, which will allow for more responsive and timely systemic reviews.

The OIPRD legal unit increased the number of appearances on behalf of the Director before the OCPC and Divisional Court. Over the past year, the OIPRD took stronger positions on procedural fairness and sought to obtain intervener status at the Court of Appeal.

Our communications and outreach team monitors policing issues as they happen through the media, Twitter, community discussions at presentations, and public consultations. We are a member of the Toronto Police Services Police and Community

In March 2017, OIPRD staff hosted a citizenship ceremony that welcomed more than 50 new Canadians from 24 countries.

Engagement Review Committee and attend relevant police service board meetings. Over the past year, communications worked closely with the Director to provide timely responses and opinions to the media on policing issues including street checks, assault gloves, the Independent Police Oversight Review and the systemic review in Thunder Bay.

Professional, Committed and Engaged Employees

The OIPRD continued to provide employees with opportunities for professional development and engagement. In 2016–17, the entire office attended training on unconscious bias in the workplace. Such training helps ensure that all OIPRD staff is aware of possible bias in decision making and learn how to not act on it. All OIPRD staff also received training on Indigenous history, colonization and developing cultural competency. Anti-bias and cultural sensitivity training are ongoing at the OIPRD and part of our integrated training program. In addition, each department completed training specific to its work. For example, our investigations unit attended training on the PEACE (preparation and planning, engage and explain, account, closure, and evaluation) model for interview techniques.

In spring 2016, OIPRD staff attended a full-day planning meeting to develop the OIPRD Five-Year Strategic Plan.

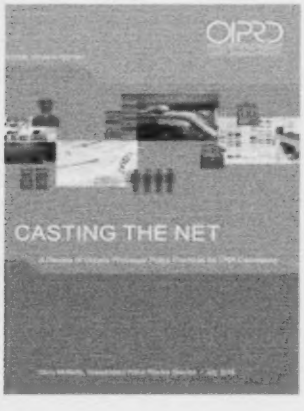
On March 26, 2017, the OIPRD sponsored its third citizenship ceremony in conjunction with Citizenship and Immigration Canada that welcomed more than 50 new Canadians. OIPRD staff volunteered with the ceremony set-up and renewed their Oath of Citizenship.

Our diversity, inclusion and employee engagement committee continued to host inclusive cultural events within the office that have been successful in encouraging employee communication and participation.

SYSTEMIC REVIEWS

Director Gerry McNeilly releases "Casting the Net: A Review of Ontario Provincial Police Practices for DNA Canvasses" at a media conference on July 12, 2016.

Ontario Provincial Police Practices for DNA Canvasses



On July 12, 2016, the OIPRD released its second systemic review, "Casting the Net: A Review of Ontario Provincial Police Practices for DNA Canvasses."

The systemic review was triggered by a complaint received from a member of the public regarding the practices of the Ontario Provincial Police (OPP) in Elgin County, when collecting DNA samples from migrant workers.

In the fall of 2013, the OPP conducted an investigation into the violent sexual assault of a woman by a male who was described as a "black migrant worker." The victim also provided information about the attacker's height, age and build. In the course of their investigation, OPP officers collected DNA samples from every migrant worker of colour in the area, regardless of whether or not they fit the description. Though the donors were asked to voluntarily provide DNA samples, there were questions raised about whether the consents obtained were truly informed and voluntary, considering the vulnerability of the migrant workers. There were also concerns with the retention of the samples and potential future use.

The OIPRD examined the public complaint, interviewed 10 officers, civilian witnesses and 32 migrant workers. The team also reviewed submissions from the public, relevant jurisprudence, international best practices, the officers' notes and statements, occurrence

reports, audio and video recordings of interviews, completed consent forms and questionnaires, OPP policies, procedures and training materials, and conducted a roundtable with stakeholders.

The final report made seven recommendations for the OPP and other police services to promote effective, bias-free policing. The Director found that the OPP's scope of the DNA canvass was overly broad, with minimal connection to the description of the attacker. The OPP failed to recognize the vulnerabilities of the migrant worker community and how that could impact their understanding of the consent forms. Many migrant workers worried that if they refused to provide a sample they would not be allowed to work in Canada. The Director found that there were limited protections for workers who refused to provide voluntary samples and not enough information about the destruction of the DNA samples after testing.

The Director determined that a more focused DNA canvass would have been appropriate and would have reduced concerns about racial profiling. Nonetheless, the actions of the police were found not to be motivated by racial prejudice, and their actions in conducting the canvass were held not to constitute racial profiling.

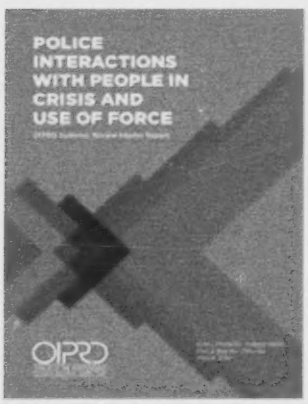
The Director recommended that the OPP develop a policy to govern how and when DNA canvasses are conducted. The Director provided a model policy in the report with the recommendation that the OPP and similarly situated police services conform to, or be guided by, the model policy.

The OPP established a working group to prepare a response to the systemic review report and on December 9, 2016, provided the OIPRD with details of their response to the recommendations. The OPP advised that the recommendations and model policy were taken into consideration when they drafted their 10-page Evidence-Led Mass Screening (formerly DNA canvass) Best Practices Protocol. The OPP indicated that this document would be incorporated into the next publication of the OPP DNA Collection Process Manual. The response did not specify a date for publication.

Among other recommendations was that the OPP report publicly on whether all DNA samples taken from individuals other than the perpetrator be destroyed, and what steps were taken to inform those affected.

The OPP provided notification that 98 consent DNA samples from the migrant workers were destroyed. Donor identity, police reports, officer notes, Centre for Forensic Sciences reports, including those indicating whether the donor was excluded were not destroyed because the OPP said that doing so would be in contravention of case law and the rules of evidence disclosure. The OPP took the position that they were under no legal obligation to notify donors of the destruction of their DNA. The OPP indicated that the Evidence-Led Mass Screening Best Practices Protocol will address this issue in the future with a "tear away appendix" to the Biological Consent Form.

Police Interactions with People in Crisis and Use of Force



On March 31, 2017, the OIPRD released its interim systemic review report, "Police Interactions with People in Crisis and Use of Force." The interim report documented the recommendations made by Justice Iacobucci's report, "Police Encounters with People in Crisis" and Ontario coroner's inquests into the deaths of people in crisis during interactions with the police. The report lists the relevant recommendations from 1996 to 2016. The recommendations are grouped by subject matter into 14 categories, including coordination and communication between the mental health system and police culture, recruitment and training, use of force weapons, body-worn cameras and mobile crisis intervention teams.

The OIPRD is now auditing the police services involved in the deaths that generated the coroner's inquests examined in the report. We have directed each of the involved police services to provide the OIPRD with explanations of what they have done to implement the recommendations made for their specific service. The OIPRD is now working in conjunction with an advisory panel of experts from the justice, mental health and academic fields to organize a session on mental health, race and policing at the Provincial Human Services and Justice Coordinating Committee Conference in November 2017, and to identify best practices and any recommendations. The OIPRD will issue a final report intended to help ensure better outcomes in police interactions with people in crisis.

Policies and Practices for Conducting Strip Searches

On July 26, 2016, the OIPRD announced a systemic review into Ontario police services' policies and practices for conducting strip searches of people arrested or otherwise detained.

In R. v. Golden (2001), the Supreme Court of Canada recognized that strip searches are inherently humiliating and degrading, and for that reason cannot be carried out simply as a matter of routine policy or automatically when an arrest is made. The Court also articulated limitations on the practice of strip searching. However, 15 years after the Golden decision, the OIPRD continues to receive public complaints about police conducting strip searches as a matter of routine or in apparent violation of police policies.

The systemic review is examining the following:

- The prevalence of strip searches incidental to police arrest or detention
- Existing policies of police services across Ontario, as they relate to when and how strip searches are to be conducted
- The extent to which front-line officers are aware of existing policies and how, if at all, compliance with existing policies is monitored and supported
- The extent to which strip search decisions are documented
- The extent to which judicial findings of improper strip searches are identified by the relevant police services, and addressed
- Ontario Police College and police service training provided to supervisors and front-line officers regarding strip searches

The OIPRD asked for and received individual police service policies and procedures for conducting strip searches and has reviewed these documents. The systemic review team has also documented judicial findings of improper strip searches and reviewed Ontario Police College training documents and stakeholder submissions. The team is currently analyzing this information and has begun drafting the report.

Thunder Bay Police Practices for Policing Indigenous Peoples

On November 3, 2016, the OIPRD announced a systemic review of the Thunder Bay Police Service's practices for policing Indigenous Peoples, and specifically, their policies, practices and attitudes regarding missing persons and death investigations involving Indigenous Peoples.

This systemic review is examining the following:

- Existing policies, practices and attitudes of the Thunder Bay Police Service as they relate specifically to Indigenous missing persons and death investigations, and more generally, to issues around racism-free policing, such as "over-policing" and "under-policing"
- Whether missing persons and death investigations involving Indigenous Peoples are conducted in discriminatory ways
- The adequacy and effectiveness of existing policies and identified best practices relating to the above issues
- The adequacy of training and education provided to supervisors and front-line officers relating to the above issues
- The extent to which compliance with existing policies or identified best practices is monitored and supported
- The extent to which officers are held accountable for non-compliance
- The extent to which the service communicates with Indigenous family members, communities and their leaders, and engages in community outreach or has specialized liaison units
- The extent to which complaints about the service's interactions with Indigenous Peoples are inhibited by reprisals or fear of reprisals
- Whether policies, practices, training, education, oversight and accountability mechanisms, and community outreach should be created, modified or enhanced to prevent discriminatory and ineffective policing, particularly in the context of investigations into the disappearances and deaths of Indigenous Peoples

The systemic review team has asked for and received a large amount of disclosure from the Thunder Bay Police Service. Review investigators have carried out interviews and are reviewing past and current Thunder Bay Police Service investigations into deaths, missing persons and other relevant cases. The team is also reviewing submissions from the public and stakeholders, as well as other relevant reports and documents. The team has visited First Nations communities and made numerous visits to Thunder Bay to meet with and listen to Indigenous and non-Indigenous individuals and organizations. Information gathered from these meetings will inform the systemic review.

MAKING A COMPLAINT

If a member of the public has a complaint about a police officer, they have two options for resolving the matter outside the formal OIPRD complaint process.

Conversation

A complainant can go to a police station and have a conversation directly with the officer in charge to clear up a question or complaint. These conversations are not tracked by the OIPRD.

Local Resolution

A complainant can go to a police station to have a minor complaint addressed. A Local Resolution allows the police to solve, explain, or settle a matter that is considered "less serious" directly with the complainant.

If a complaint is successfully resolved through Local Resolution, the complainant cannot make a formal complaint with the OIPRD about the same incident. The police service must send the completed Local Resolution form, signed by the complainant and the chief or the chief's designate, to the OIPRD. In 2016–17, there were 37 Local Resolutions completed by police services in Ontario.

Formal OIPRD Complaint

The OIPRD's jurisdiction includes municipal and regional police services, and the Ontario Provincial Police (OPP). The OIPRD does not have jurisdiction over RCMP officers, First Nations police officers, provincial offences officers or special constables, including TTC Special Constables, GO Transit police, court officers and campus police.

The OIPRD accepts complaints about:

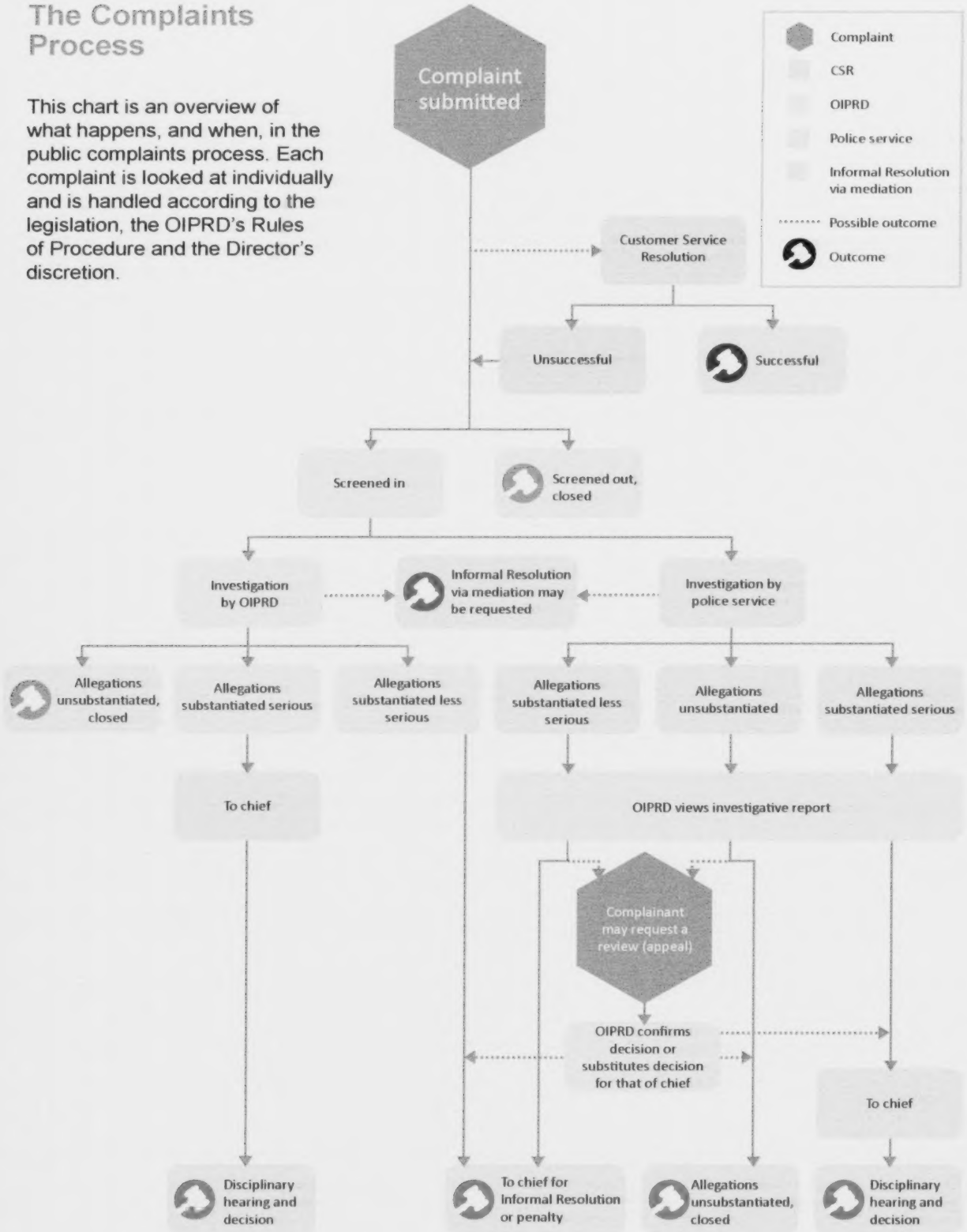
- The conduct of an officer: how a police officer behaves
- Policies of a police service: the rules and standards that guide an officer in delivering police services
- Services of a police service: how effectively and efficiently a police service performs its duties

Any member of the public can file a complaint with the OIPRD; however, the OIPRD can screen out a complaint if the complainant is not:

- The directly affected person
- A witness
- Someone in a personal relationship with the directly affected person AND suffered loss, damage, distress, danger or inconvenience
- A person who has knowledge of the conduct, or has possession of something that the Director feels is compelling evidence establishing misconduct or unsatisfactory work performance

The Complaints Process

This chart is an overview of what happens, and when, in the public complaints process. Each complaint is looked at individually and is handled according to the legislation, the OIPRD's Rules of Procedure and the Director's discretion.



COMPLAINTS MANAGED

Complaints can be submitted through our website, on paper, by mail or fax.

Intake staff ensures that the complaint is complete and signed. When a complaint is received, it is assessed by a case coordinator to determine whether it is a conduct, policy or service complaint, or a combination of the three.

The OIPRD managed a total of 3,962 complaints in 2016–17, which included 3,274 complaints received between April 1, 2016, and March 31, 2017, and 688 complaints carried over from previous years.

Complaints Received in 2016–17

Total: 3,274 (April 1, 2016 – March 31, 2017)

797 Paper forms | **2,477 E-file**

Complaints Managed in 2016–17

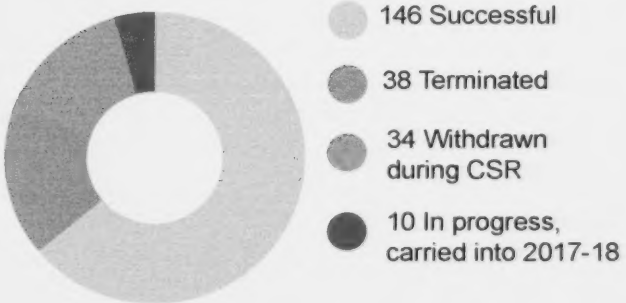
Total: 3,962 Complaints Managed

Carried over from 2015–16	688
Received during 2016–17	3,274
Total Complaints Managed	**3,962**

Customer Service Resolution

Customer Service Resolution (CSR) provides an opportunity for complainants and respondent officers to voluntarily resolve complaints at a very early stage. Case coordinators review complaints prior to screening and recommend appropriate complaints for CSR.

Total: 228 CSR



SCREENING COMPLAINTS

Complaints are presumed to be screened in, provided there is no reason to screen out the complaint under section 60 of the PSA. The Director can exercise his discretion, based on the criteria in the PSA, to screen out a complaint.

When a complaint is screened out the matter is closed and a letter is sent to the complainant and the chief or Commissioner with reasons why the matter was not sent to investigation.

Complaints Screened 2016–17

	Screened in	Screened out	Total
Conduct complaints	1,465	1,506	2,971
Service complaints	109	45	154
Policy complaints	13	11	24
Total	**1,587**	**1,562**	**3,149**

Conduct Complaint Screened Out 2016–17

Bad faith	2
Better dealt with under another act or law	179
Frivolous	335
No jurisdiction under section 58	127
Not in the pubic interest	634
Over six months and other criteria	80
Prior to proclamation	36
Third-party criteria not met	25
Vexatious	4
Other	84
Total	**1,506**

Explanatory Notes

The OIPRD has the legislative discretion to screen out complaints for reasons outlined under section 60 of the PSA:

Bad faith: Complaints where there is clear evidence that it was made for an improper purpose or with a hidden motive.

Better dealt with under another act or law: Complaints that should clearly be dealt with by another authority (e.g., a complaint about the validity of a traffic ticket for speeding).

Frivolous: A complaint that does not reveal any allegation of misconduct or breach of the Code of Conduct, or is trivial, or lacks substance or an air of reality.

No jurisdiction under section 58: The complaint is not about a policy, service, or the conduct of a police officer. The person listed in the complaint does not fall under the jurisdiction of the OIPRD; or the complainant is not someone who is permitted to make a complaint.

Not in the public interest: A broad range of factors are considered when the Director determines what may or may not be in the public interest. The Director may consider the nature of the misconduct alleged, whether the action appears to be a proper exercise of police discretion, the circumstances under which the conduct occurred, whether the conduct could bring the police service into disrepute, the effect

of the decision to investigate a complaint, or not, on the public's confidence in the accountability and integrity of the complaints system, whether issues are of systemic importance and/or there is a broader public interest at stake. This list is not exhaustive.

Over six months and other criteria: The Director may decide not to deal with a complaint if it is made more than six months after the occurrence of the final incident cited in the complaint or when the incident was discovered by the complainant.

In determining whether to deal with a complaint older than six months, the Director may exercise his discretion and must consider:

- Whether the complainant is a minor or a person with a disability within the meaning of the Accessibility for Ontarians with Disabilities Act, 2005
- Whether the complainant is or was subject to criminal proceedings in respect of the events underlying the complaint
- Whether, having regard to all the circumstances, it is in the public interest for the complaint to be dealt with

If a complaint is received after six months, the OIPRD may ask the complainant to provide a reason for the delay in filing. The Director will consider all the circumstances, including when the complainant first learned of the alleged misconduct, the reason for delay and the severity of the complaint.

Prior to proclamation: The OIPRD can only deal with complaints about incidents that happened on or after October 19, 2009.

Third party criteria not met: The complainant is too remote from the incident. A complainant has to fit into one of the categories outlined under section 60(6) of the PSA.

Vexatious: A vexatious complaint may be one that was made out of anger or the desire to merely seek retribution. These complaints may lack a reasonable purpose or be made with the intention to harass or annoy.

Other: Includes the following:

- **Consolidated complaint:** If we receive more than one complaint, from different complainants about the same incident, we will consolidate the complaints. If the complaint is investigated, only one report will be issued and each complainant will receive a copy of the report.
- **Duplicate complaint:** A complaint made by the same complainant for the same incident more than once.

Withdrawn Complaints

A complainant can withdraw their complaint at any time prior to a disciplinary hearing. If a complainant wants to withdraw their complaint after a hearing has begun, they must receive consent from the Director and the police chief or Commissioner, otherwise the hearing will continue.

RESOLUTION AND MEDIATION

Informal Resolution

In 2016–17, 247 complaints were resolved by Informal Resolution (IR). IR can be attempted at any time during an investigation or at the conclusion of a conduct investigation in which misconduct has been substantiated as less serious in nature. The complainant, respondent officer and the police chief must agree to IR; however, the chief may not informally resolve the matter without notice to the Director. The Director reviews all informal resolution agreements and must approve the resolution in order to finalize the process.

Mediation

Mediation is an effective means to resolve less serious public complaints about police conduct. It provides an opportunity for the complainant and the police officer to learn from their interactions. With the help of a trained mediator, the parties explore resolution options and may be able to avoid a potentially lengthy investigation process.

Enhanced Mediation Program

In January 2017, the OIPRD launched a pilot Enhanced Mediation Program (EMP) to encourage Informal Resolution through Mediation after a complaint has been screened in, but before the start of the investigation.

In the EMP process, the OIPRD recommends cases for mediation to the police service. Similarly, the opportunity to participate in the EMP is offered to complainants. Participation in the program is voluntary.

The following 12 police services are involved in the pilot program: Barrie Police Service, Brantford Police Service, Durham Regional Police Service, Halton Regional Police Service, Kawartha Lakes Police Service, Niagara Regional Police Service, Ontario Provincial Police, Peel Regional Police, Sault Ste. Marie Police Service, Toronto Police Service, Waterloo Regional Police Service and York Regional Police.

The OIPRD conducted training sessions for the participating police services and their union representatives.

In 2016–17, 14 cases were sent to EMP.

Mediation Requests 2016–17

Total Mediations Requested: 32

* May occur during CSR, investigation, informal resolution or in lieu of a hearing.

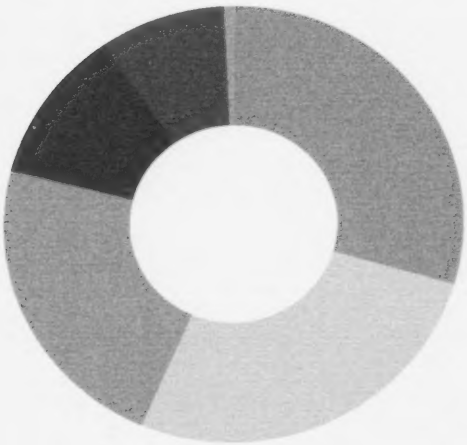
SERVICE AND POLICY COMPLAINTS

The OIPRD receives and screens complaints about the services and policies of a police organization, but does not investigate them. The Police Services Act requires that all policy and service complaints be sent to the appropriate chief or the OPP Commissioner for a response.

If a complainant is not satisfied with the outcome of a policy or service complaint, a request for review may be made to the appropriate police services board.

Service Complaint Outcomes 2016–17

Total Service Complaints: 166

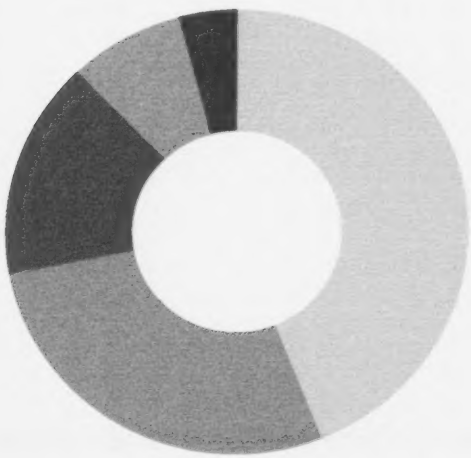


- 49 No action taken
- 45 Screened out
- 37 Withdrawn
- 19 Action taken
- 1 Informally resolved
- 15 Open and carried into 2017–18

Screened Out Reasons	
Better dealt with under another act or law	2
Frivolous	16
No jurisdiction under section 58	6
Not in the public interest	17
Over six months and other criteria	2
Third-party criteria not met	2
Total	**45**

Policy Complaint Outcomes 2016–17

Total Policy Complaints: 25



- 7 No action taken
- 11 Screened out
- 2 Withdrawn
- 1 Action taken
- 4 Open and carried into 2017–18

Screened Out Reasons	
Frivolous	6
Not in the public interest	3
Over six months and other criteria	1
Duplicate complaint	1
Total	**11**

CONDUCT INVESTIGATIONS

Conduct complaints that are screened in may be investigated by the OIPRD, the police service in question or another police service. It is the Director's decision who will investigate, but OIPRD oversight continues throughout the process.

Referred

The Director can refer a complaint to the same police service or to a different police service. When a complaint is referred to a service it is investigated by an officer from the service's professional standards branch or by an officer designated by the police chief.

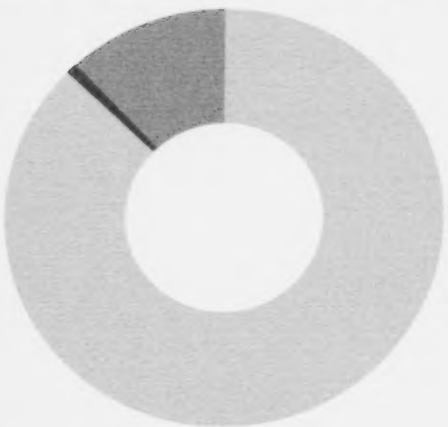
The OIPRD oversees investigations conducted by police services. Following an investigation, the investigative report with the chief's decision, is sent to the complainant, the respondent officer and the OIPRD. The OIPRD reviews the investigative report and if issues are identified, the Director will instruct the police service appropriately. This may include directions such as answering questions, interviewing additional witnesses or gathering further evidence. If the OIPRD does not agree with the way the investigation was handled, the Director can direct the chief to deal with a complaint in a specific manner, assign the investigation to another service, take over the investigation, or take or impose any action necessary.

Retained

When the OIPRD retains a complaint for investigation, an OIPRD investigator informs the complainant about the investigative process. Investigations are reviewed by an investigations manager. If the complaint is unsubstantiated, it is reviewed by the Deputy Director prior to being sent to the Director for the final decision. If it is substantiated, it is sent directly to the Director.

Conduct Complaints Sent for Investigation in 2016–17*

1,542 Complaints Sent for Investigation



- 1,365 Referred to same police service
- 167 Retained by the OIPRD
- 10 Referred to a different police service

* Includes complaints received in 2016–17 and complaints carried over from previous years.

DECISIONS ISSUED

The Code of Conduct for police officers, contained in Ontario Regulation 268/10, identifies 10 classes of misconduct for investigation and possible discipline:

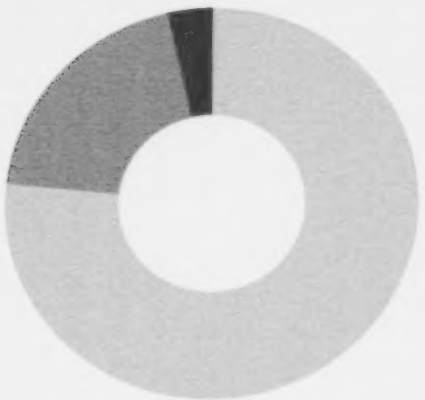
- Discreditable conduct
- Insubordination
- Neglect of duty
- Deceit
- Breach of confidence
- Corrupt practice
- Unlawful or unnecessary exercise of authority
- Damage to clothing or equipment
- Consumption of drugs or alcohol in a manner prejudicial to duty
- Conspiring, abetting or being an accessory to misconduct

Substantiated and Unsubstantiated

At the end of an investigation, the allegations in a complaint are determined to be substantiated or unsubstantiated. The Police Services Act states that there must be reasonable grounds to believe that misconduct occurred, in order for a complaint to be substantiated. If the complaint is substantiated, it will be classified as serious or less serious. The PSA includes prescribed outcomes for discipline of violations of the Code of Conduct under section 85. If the complaint is unsubstantiated because there are no reasonable grounds to conclude a violation of the police Code of Conduct occurred, the complaint is closed, subject to a request for a review of the chief's decision. If the OIPRD investigated the complaint, the only means to review the decision is by a judicial review.

Conduct Complaint Decisions Issued, by Main Finding* 2016–17

Total Number of Decisions Issued: 678



* Main finding – a complaint is only counted according to its most serious allegation – unsubstantiated, substantiated less serious or serious.

Conduct Complaints Sent for Investigation – Closed for Other Reasons

Informally resolved after investigation	4
Informally resolved during investigation	244
Mediation successful	5
Withdrawn after investigation	2
Withdrawn during investigation	374
Total	**629**

REQUESTS FOR REVIEW

Where a conduct complaint was referred to a police service for investigation and the chief has either found no misconduct or less serious misconduct, the complainant has 30 days to submit a Request for Review to the OIPRD. Once the Request for Review is received, the investigative file is reviewed and evaluated by an internal review panel that includes the Director or Deputy Director, an investigations manager and legal counsel.

Upon completion of the review, the Director may confirm the chief's decision or overturn or vary the misconduct decision and direct that a disciplinary hearing be held if the misconduct is deemed serious. If deficiencies are found in the way the investigation was conducted, the Director may send the matter back to the police service with directions to the chief for further investigative steps, or take over the investigation. There is no Request for Review process for investigations conducted by the OIPRD. The Director's decisions are final, subject to an application for judicial review in the Ontario Superior Court.

Requests for Review

Requests for Review	Received during 2016–17	145
	Received during a prior fiscal year	72
Total Requests for Review open in 2016–17		**217**
Request for Review criteria not met		**8**
Completed and closed	Assigned second investigation to same police service	5
	Chief's decision confirmed	77
	OIPRD took over investigation	6
	Panel varied decision	7
Total Requests for Review completed and closed		**95**
Outcomes	Unsubstantiated	78
	Substantiated less serious	11
	Substantiated serious	6
Outcomes of Requests for Review		**95**
Total Requests for Review open and carried into 2017–18		**114**

DISCIPLINARY HEARINGS

Under the Police Services Act, disciplinary hearings are conducted by police services. The prosecutor and the hearing officer are both designates of the chief, who is responsible for discipline. The complainant is a party at the hearing. The OIPRD does not manage discipline or disciplinary hearings and is not a party to disciplinary hearings.

At a disciplinary hearing, the hearing officer must decide whether the allegations of misconduct have been proven on clear and convincing evidence. Clear and convincing evidence is a higher burden of proof than the standard of reasonable grounds, which is the threshold required to substantiate misconduct at the investigative stage.

Disciplinary Hearing Outcomes: Hearings Held in 2016–17

Total Number of Hearings Held: 26

Disciplinary Hearings Ordered in 2016–17

Total Number of Hearings Ordered: 21

Police Service	Hearings ordered – retained complaints	Hearings ordered – referred complaints	Hearings ordered after Request for Review	Officers charged under the PSA	Total hearings ordered in 2016–17
Durham Regional		1		1	1
Halton Regional		1		1	1
Hamilton	1			1	1
Ontario Provincial Police			1	1	1
Ottawa	2			5	2
Thunder Bay	1			1	1
Toronto	3	3	1	12	7
Waterloo Regional	1			3	2
West Grey	1			1	1
Windsor	1			1	1
York		1	2	3	3
* Includes matters held in 2016–17 and matters expected to be held in 2017–18				**Total**	**21**

HEARING SUMMARIES

The OIPRD posts disciplinary hearing decisions from public complaints on our website. In 2016–17, we received hearing decisions, including OCPC appeal decisions, for more than 25 officers. The following are summaries of select cases that went to a hearing in 2016–17.

York Regional Police Service – Detective A.C.

Police Services Act Allegations:
One count of discreditable conduct

Outcome: Guilty plea

Penalty: Forfeiture of 80 hours and specified training on investigative detention and gender sensitivity.

Detective A.C. was investigating a series of break and enters in which a young person was the suspect. The police commenced surveillance in relation to the break and enter investigation, but after the first day concluded that the young person was aware of the police presence. The young person was later arrested, at which time he informed the officer that the complainant, his probation officer, had told him that he might be followed by the police. He also advised that she had told him about the arrest of some of his friends.

Detective A.C. spoke to the complainant's supervisors and informed them that he had grounds to arrest the complainant for obstructing justice and obstructing a police officer. The supervisors stated that they did not believe that the complainant had intentionally informed the young person of the investigation as she was an experienced probation officer of 30 years. Detective A.C. then met with the complainant, informed her that he was conducting a criminal investigation and told her that she had obstructed justice. The complainant was shocked. She explained that although she gave routine advice to the young person to stay out of trouble and that the police would be watching, at no point did she disclose to him any confidential information. The complainant further explained that the young person and his mother had informed her that he was being followed by the police.

Throughout the meeting, Detective A.C. spoke to the complainant in a manner that she found to be condescending. At several points, he advised her on how to do her job and berated her. Detective A.C. advised the complainant on how he believed she should speak to her clients, adding that, "If he was a probation officer, he would look up these 'scum' [on Facebook]." He also referred to the youth's mother by using an extremely derogatory term. At the end of the meeting Detective A.C. asked for the complainant's address, date of birth and driver's licence. The complainant questioned the need for her to provide this information, to which Detective A.C. responded that if she refused, he would wait for her to leave and follow her to her vehicle to get the information that way.

Detective A.C. was charged with discreditable conduct. He entered a guilty plea at the hearing. The complainant provided a victim impact statement. The hearing officer imposed a forfeiture of 80 hours and directed the officer to take specified training on investigative detention and gender sensitivity, in order to highlight what is expected of officers.

HEARING SUMMARIES

Ottawa Police Service – Constable E.S.

Police Services Act Allegations:

Two counts of neglect of duty

Outcome: Not guilty (The complainant has filed an appeal)

In July 2013, the complainant was involved in an altercation with his neighbours. What started as an argument escalated into a series of assaults with injuries being suffered by some of the parties. The Ottawa Police Service was called and the complainant and his wife were charged with having assaulted the neighbours.

The complainant's wife had taken photographs of the altercation. Two officers collected the camera from the scene, put it in a bag and placed it on the desk of a Detective, with an email explanation as to why it was there and that it may contain evidence. The next morning, Constable E.S., who was made lead investigator on the file, took possession of the camera and returned it to the complainant's wife. He did not look at the contents of the camera nor did he file a Return to a Justice respecting this and other property seized. Four days later, Constable E.S. also observed injuries to the complainant, but did not take any photographs of these injuries. An investigation of the complaint led to a disciplinary hearing.

At the hearing, Constable E.S. confirmed that he did not review the contents of the camera because he held a belief that photographs of the actual assault would not have been taken. He also stated that he did not take pictures of the injuries of the complainant as he did not perceive him to be a victim in that incident, and he was of the belief that the Ottawa Police Service policy regarding the taking of photographs only applied to victims.

In the decision, the hearing officer found that although there may have been photographs on the camera that would have been relevant to the investigation, the failure to try to obtain these photographs was not sufficient to find neglect of duty, as he did not believe the action was wilful. Further, the hearing officer found that under the police service's policy, only photographs of victims were required, and the complainant was not a victim but an accused. Finally, the hearing officer found that though a Return to a Justice should have been filed, the failure to do so was neither wilful nor misconduct, but was merely a mistake that did not have an impact on the criminal case.

HEARING SUMMARIES

Ontario Provincial Police – Constable D.D.

Police Services Act Allegations:

Two counts of neglect of duty

Outcome: Guilty plea

Penalty: Demotion from first-class to second-class constable for two years. At the conclusion of this term he is to be reinstated to first-class constable.

In September 2014, a 911 call came into dispatch. The caller could not be heard speaking. The call sat in a queue for more than 90 minutes. When the call was answered, Constable D.D. was dispatched to attend the home where the 911 call came from. The 911 dispatcher explained that there was no voice and that there was trouble on the line. Constable D.D. did not attend the home after speaking with the 911 dispatch. Nine hours later, the 911 dispatch requested an update on the matter. Constable D.D. confirmed that there was trouble on the line and that no further action was required. Constable D.D. did not inform the 911 dispatch that he had not attended the residence to confirm if there was trouble on the line. Two days later, the 911 caller was found deceased in the home.

A relative of the deceased made a complaint to the OIPRD, which was retained for investigation by the OIPRD. Following the investigation, the Director ordered a hearing into the charges of neglect of duty, discreditable conduct and two counts of deceit.

During the first hearing, the parties substantially agreed to the facts of the case. The prosecution also called witnesses, including Constable M. C., who himself had been charged in relation to the same incident. The hearing officer found Constable D.D. guilty of neglect of duty and one count of deceit.

Upon release of the decision, but prior to the imposition of penalty, counsel for the OPP made a formal application for a declaration of a mistrial due to a conflict of interest. The conflict of interest was based on the fact that counsel for Constable D.D. was also counsel for Constable M.C., and had cross-examined his client, Constable M.C., at the hearing. The hearing officer ordered an administrative mistrial and the matter was sent back for a new hearing.

At the new hearing, it was agreed by all parties that Constable D.D. would enter guilty pleas to a count of neglect of duty and a count of discreditable conduct (rather than deceit). Constable D.D. and the complainant provided a joint submission on the penalty, requesting a two-year demotion. The OPP requested a penalty of a three-year demotion. The hearing officer accepted the penalty submissions of Constable D.D. and the complainant's family and ordered a two-year demotion from first-class constable to a second-class constable.

SERVICE-BY-SERVICE STATISTICS

Fiscal year: April 1, 2016 – March 31, 2017

Sworn police officers in Ontario

Municipal and regional police services

OPP detachments and headquarters

Complaints received

The following pages outline the complaint statistics for each service from April 1, 2016 to March 31, 2017. A complaint is only counted once, according to the outcome of its most serious allegation.

The number of police officers was obtained from Statistics Canada's Police Resources in Canada 2016. The number of Ontario Provincial Police (OPP) officers was provided by the OPP.

Explanatory Notes

Complaint not yet classified: the complaint had not been screened or classified as conduct, policy or service at the end of the fiscal year, but will be in the new fiscal year.

Action taken: following the review of a policy or service complaint, the chief decided that action should be taken in response to the complaint.

No action taken: following the review of a policy or service complaint, the chief decided that no action should be taken in response to the complaint.

Opened and carried over: the complaint was screened in, but the investigation was not completed by March 31, 2017, so the case is carried into 2017–18.

Criteria not met: Request for Review was received after the 30-day deadline.

ONTARIO STATISTICS

23,981
Sworn Police Officers

37
Local Resolutions

26
Disciplinary Hearings held in 2016–17

3,274 Complaints received in 2016–17
+ 688 Complaints carried over from 2015–16
= 3,962 Total complaints managed in 2016–17

146 Successfully resolved through CSR
255 Not yet classified, carried into 2017–18

3,561 Complaints managed in 2016–17

25
Policy
1 Screened in prior year
24 Complaints screened
11 Screened out
13 Screened in

10 Outcomes
1 Action taken
7 No action taken
2 Withdrawn
4 Carried into 2017–18

3,370
Conduct
398 Screened in prior fiscal year
2,971 Complaints screened
1,506 Screened out
1,465 Screened in

40 Withdrawn prior to investigation

1,823

1,510
Referred

1,134 Outcomes
497 Unsubstantiated
61 Substantiated less serious
6 Substantiated serious
322 Withdrawn
246 Informally resolved
2 Successfully mediated
376 Carried into 2017–18

313
Retained

133 Outcomes
93 Unsubstantiated
14 Substantiated less serious
7 Substantiated serious
15 Withdrawn
1 Informally resolved
3 Successfully mediated
180 Carried into 2017–18

OIPRD

166
Service
12 Screened in prior year
154 Complaints screened
45 Screened out
109 Screened in

106 Outcomes
19 Action taken
49 No action taken
1 Informally resolved
37 Withdrawn
15 Carried into 2017–18

Request for Review

217 Managed
5 Second investigation to police service
6 OIPRD took over investigation
77 Chief's decision confirmed
7 Panel varied decision
8 Criteria not met

114 Carried into 2017–18

95 Outcomes
78 Unsubstantiated
11 Substantiated less serious
6 Substantiated serious

SERVICE-BY-SERVICE ALLEGATIONS

			Allegation											Findings		
Service	Number of Police Officers Subject to PSA Part V*	Total Conduct Complaint decisions issued in 2016-17	Allegation - Breach of confidence	Allegation - Consume drug alcohol prejudicial to duty	Allegation - Corrupt practice	Allegation - Damage to clothing or equipment	Allegation - Deceit	Allegation - Discreditable conduct	Allegation - Insubordination	Allegation - Neglect of duty	Allegation - Section 81 - Solicitor General consent	Allegation - Unlawful/unnecessary exercise of authority	**Allegations - Total**	Unsubstantiated	Substantiated - less serious	Substantiated - serious - hearing
Amherstburg	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aylmer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Barrie	237	14	0	0	0	0	2	19	0	5	0	1	27	24	3	0
Belleville	87	2	0	0	0	0	0	4	0	5	0	1	10	10	0	0
Brantford	171	4	0	0	0	0	0	0	1	2	0	3	6	6	0	0
Brockville	41	3	1	0	0	0	0	2	0	0	0	1	4	4	0	0
Chatham-Kent	159	5	0	0	0	0	2	19	0	2	0	7	30	30	0	0
Cobourg	34	3	0	0	0	0	0	2	0	2	0	3	7	7	0	0
Cornwall Community	86	3	1	0	0	0	2	4	0	10	0	0	17	17	0	0
Deep River	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dryden	20	5	0	0	0	0	0	3	0	6	0	15	24	24	0	0
Durham Regional	861	27	4	0	0	0	2	45	2	16	0	25	94	86	6	2
Espanola	12	4	0	0	0	0	0	6	0	1	0	3	10	10	0	0
Gananoque	14	1	0	0	0	0	2	1	0	0	0	0	3	3	0	0
Guelph	193	18	2	0	1	0	2	19	0	9	0	21	54	50	4	0
Halton Regional	690	14	0	0	0	0	0	24	2	22	0	9	57	55	2	0
Hamilton	840	16	1	0	0	0	2	17	0	12	0	32	64	62	2	0
Hanover	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kawartha Lakes (City of)	41	3	0	0	0	0	0	1	0	1	0	2	4	4	0	0
Kingston	201	16	0	0	0	0	1	15	0	3	0	8	27	21	6	0
LaSalle	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
London	582	22	0	0	0	0	0	15	0	17	0	17	49	46	3	0
Midland	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Niagara Regional	706	31	0	2	0	0	0	41	3	11	0	34	91	83	8	0
North Bay	90	6	0	0	0	0	0	7	0	7	0	6	20	20	0	0
Ontario Provincial Police	5,951	124	13	1	3	0	7	108	2	109	0	91	334	315	19	0
Orangeville	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

* From Statistics Canada's Police Resources in Canada, 2016 and Ontario Provincial Police

			Allegation											Findings		
Service	Number of Police Officers Subject to PSA Part V*	Total Conduct Complaint decisions issued in 2016-17	Allegation - Breach of confidence	Allegation - Consume drug/ alcohol prejudicial of duty	Allegation - Corrupt practice	Allegation - Damage to clothing or equipment	Allegation - Deceit	Allegation - Discreditable conduct	Allegation - Insubordination	Allegation - Neglect of duty	Allegation - Section 81 - Solicitor General consent	Allegation - Unlawful/unnecessary exercise of authority	**Allegations - Total**	Unsubstantiated	Substantiated - less serious	Substantiated - serious - hearing
Ottawa	1,239	63	3	0	2	0	1	58	0	40	0	39	143	122	9	12
Owen Sound	41	2	0	0	0	0	0	11	0	7	0	7	25	25	0	0
Peel Regional	1,967	21	0	0	0	0	0	43	0	8	0	20	71	68	3	0
Peterborough	138	6	0	0	0	0	0	3	0	4	0	0	7	6	1	0
Port Hope	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sarnia	108	3	0	0	0	0	0	0	0	0	0	2	2	2	0	0
Saugeen Shores	21	2	0	0	0	0	1	1	0	0	0	1	3	3	0	0
Sault Ste. Marie	134	9	0	0	0	0	0	4	0	8	0	11	23	23	0	0
Shelburne	14	2	0	0	0	0	0	3	0	5	0	4	12	6	6	0
Smiths Falls	24	4	0	0	0	0	0	3	0	7	0	2	12	9	3	0
South Simcoe	74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
St. Thomas	69	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stirling-Rawdon	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stratford	55	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0
Strathroy-Caradoc	31	1	0	0	0	0	0	1	0	1	0	0	2	2	0	0
Sudbury (Greater)	264	4	2	0	0	0	0	5	0	1	0	1	9	9	0	0
Thunder Bay	232	19	0	0	0	0	2	30	0	7	0	24	63	60	1	2
Timmins	85	8	1	0	6	0	0	16	0	1	0	1	25	22	3	0
Toronto	5,366	153	2	0	3	0	1	273	5	107	0	192	583	553	20	10
Waterloo Regional	767	23	0	0	1	0	0	26	2	15	0	20	64	52	10	2
West Grey	19	2	0	0	0	0	0	2	0	1	0	0	3	1	0	2
West Nipissing	22	3	0	0	0	0	1	2	0	0	0	5	8	8	0	0
Windsor	429	12	1	0	1	0	1	10	2	6	0	6	27	19	7	1
Wingham	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Woodstock	63	1	0	0	0	0	0	0	0	0	0	1	1	1	0	0
York Regional	1,598	18	0	0	0	0	1	18	3	4	0	6	32	26	4	2
TOTAL	23,981	678	31	3	17	0	30	861	22	463	0	621	2048	1895	120	33

*** From Statistics Canada's Police Resources in Canada, 2016 and Ontario Provincial Police**

AMHERSTBURG POLICE SERVICE

30
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

4 Complaints received in 2016–17
+ 2 Complaints carried over from 2015–16
= 6 Total complaints managed in 2016–17

1 Not yet classified, carried into 2017–18

5 Complaints managed in 2016–17

1
Policy
1 Complaint screened
1 Screened out

4
Conduct
4 Complaints screened
2 Screened out
2 Screened in

0
Service

2

1
Referred
1 Outcome
1 Informally resolved

1
Retained
0 Outcomes
1 Carried into 2017–18

OIPRD

Request for Review

0 Managed

AYLMER POLICE SERVICE

13
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

1 Complaint received in 2016–17
+ 0 Complaints carried over from 2015–16
= 1 Complaint managed in 2016–17

1 Complaint managed in 2016–17

0	1	0
Policy	Conduct	Service
	1 Screened out	

Request for Review

0 Managed

BARRIE POLICE SERVICE

237
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

61 Complaints received in 2016–17
+ 7 Complaints carried over from 2015–16
= 68 Total complaints managed in 2016–17

2 Successfully resolved through CSR
2 Not yet classified, carried into 2017–18

64 Complaints managed in 2016–17

1
Policy
1 Complaint screened
1 Screened out

60
Conduct
2 Screened in prior fiscal year
58 Complaints screened
15 Screened out
43 Screened in

1 Withdrawn prior to investigation

3
Service
3 Complaints screened
1 Screened out
2 Screened in

2 Outcomes
1 Action taken
1 Withdrawn

44

35
Referred

27 Outcomes
12 Unsubstantiated
1 Substantiated less serious
14 Withdrawn
8 Carried into 2017–18

9
Retained

2 Outcomes
1 Substantiated less serious
1 Withdrawn
7 Carried into 2017–18

OIPRD

Request for Review

3 Managed

3 Carried into 2017–18

BELLEVILLE POLICE SERVICE

87
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

19 Complaints received in 2016–17
+ 6 Complaints carried over from 2015–16
= 25 Total complaints managed in 2016–17

1 Successfully resolved through CSR
3 Not yet classified, carried into 2017–18

21 Complaints managed in 2016–17

Policy	Conduct	Service
0	21	0

2 Screened in prior fiscal year
19 Complaints screened
13 Screened out
6 Screened in

1 Withdrawn prior to investigation

7

Referred	Retained
5	2

3 Outcomes
1 Unsubstantiated
2 Withdrawn
2 Carried into 2017–18

1 Outcome
1 Unsubstantiated
1 Carried into 2017–18

OIPRD

Request for Review

2 Managed

2 Carried into 2017–18

BRANTFORD POLICE SERVICE

171
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

28 Complaints received in 2016–17
+ 1 Complaint carried over from 2015–16
= 29 Total complaints managed in 2016–17

1 Successfully resolved through CSR
1 Not yet classified, carried into 2017–18

27 Complaints managed in 2016–17

0
Policy

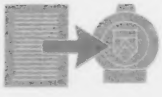
23
Conduct
1 Screened in prior fiscal year
22 Complaints screened
11 Screened out
11 Screened in

12
12 Referred
0 Retained

7 Outcomes
4 Unsubstantiated
3 Withdrawn
5 Carried into 2017–18

4
Service
4 Complaints screened
2 Screened out
2 Screened in

2 Outcomes
2 No action taken



Request for Review

1 Managed → **1 Outcome**
1 Chief's decision confirmed
1 Unsubstantiated

BROCKVILLE POLICE SERVICE

41
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

4 Complaints received in 2016–17
+ 4 Complaints carried over from 2015–16
= 8 Total complaints managed in 2016–17

2 Not yet classified, carried into 2017–18

6 Complaints managed in 2016–17

0	6	0
Policy	Conduct	Service

1 Screened in prior fiscal year
5 Complaints screened
2 Screened out
3 Screened in

4

3 Referred
2 Outcomes
2 Unsubstantiated
1 Carried into 2017–18

1 Retained
1 Outcome
1 Unsubstantiated

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

CHATHAM-KENT POLICE SERVICE

159
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

15 Complaints received in 2016–17
+ 6 Complaints carried over from 2015–16
= 21 Total complaints managed in 2016–17

1 Successfully resolved through CSR

20 Complaints managed in 2016–17

0
Policy

19
Conduct

4 Screened in prior fiscal year
15 Complaints screened
8 Screened out
7 Screened in

1
Service

1 Complaint screened
1 Screened in

1 Outcome
1 No action taken

11

10
Referred

9 Outcomes
5 Unsubstantiated
3 Withdrawn
1 Informally resolved
1 Carried into 2017–18

1
Retained

1 Carried into 2017–18

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

COBOURG POLICE SERVICE

34
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

5 Complaints received in 2016–17
+ 2 Complaints carried over from 2015–16
= 7 Total complaints managed in 2016–17

7 Complaints managed in 2016–17

0	7	0
Policy	Conduct	Service

2 Screened in prior fiscal year
5 Complaints screened
1 Screened out
4 Screened in

6

5 Referred

4 Outcomes
2 Unsubstantiated
2 Withdrawn
1 Carried into 2017–18

1 Retained

1 Outcome
1 Unsubstantiated

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

CORNWALL COMMUNITY POLICE SERVICE

86
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

14 Complaints received in 2016–17
\+ 3 Complaints carried over from 2015–16
= 17 Total complaints managed in 2016–17

2 Successfully resolved through CSR

15 Complaints managed in 2016–17

0
Policy

14
Conduct
3 Screened in prior fiscal year
11 Complaints screened
4 Screened out
7 Screened in

1
Service
1 Complaint screened
1 Screened in

1 Carried into 2017–18

10

9
Referred

7 Outcomes
3 Unsubstantiated
2 Withdrawn
2 Informally resolved
2 Carried into 2017–18

1
Retained
1 Carried into 2017–18

OIPRD

Request for Review

0 Managed

DEEP RIVER POLICE SERVICE

9

Sworn Police Officers

0

Local Resolutions

0

Disciplinary Hearings held in 2016–17

1 Complaint received in 2016–17
+ 1 Complaint carried over from 2015–16
= 2 Total complaints managed in 2016–17

2 Complaints managed in 2016–17

0	2	0
Policy	Conduct	Service

2 Complaints screened
1 Screened out
1 Screened in

1

1	0
Referred	Retained

1 Carried into 2017–18

Request for Review

0 Managed

DRYDEN POLICE SERVICE

20
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings Held in 2016–17

13 Complaints received in 2016–17
\+ 1 Complaint carried over from 2015–16
=14 Total complaints managed in 2016–17

14 Complaints managed in 2016–17

0
Policy

13
Conduct
1 Screened in prior fiscal year
12 Complaints screened
4 Screened out
8 Screened in

1
Service
1 Complaint screened
1 Screened in

1 Outcome
1 No action taken

9

5
Referred

2 Outcomes
1 Unsubstantiated
1 Withdrawn
3 Carried into 2017–18

4
Retained

4 Outcomes
4 Unsubstantiated

OIPRD

Request for Review

0 Managed

DURHAM REGIONAL POLICE SERVICE

861
Sworn Police Officers

0
Local Resolutions

3
Disciplinary Hearings held in 2016–17

84 Complaints received in 2016–17
+ 27 Complaints carried over from 2015–16
= 111 Total complaints managed in 2016–17

6 Successfully resolved through CSR
7 Not yet classified, carried into 2017–18

98 Complaints managed in 2016–17

0
Policy

94
Conduct

15 Screened in prior fiscal year
79 Complaints screened
39 Screened out
40 Screened in

1 Withdrawn prior to investigation

54

43
Referred

38 Outcomes
16 Unsubstantiated
4 Substantiated less serious
1 Substantiated serious
17 Withdrawn
5 Carried into 2017–18

11
Retained

7 Outcomes
6 Unsubstantiated
1 Withdrawn
4 Carried into 2017–18

4
Service

4 Complaints screened
2 Screened out
2 Screened in

2 Outcomes
2 Withdrawn

OIPRD

Request for Review

13 Managed → **8 Outcomes**
7 Chief's decision confirmed
1 Panel varied decision
7 Unsubstantiated
1 Substantiated serious

5 Carried into 2017–18

ESPANOLA POLICE SERVICE

12
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

11 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 11 Total complaints managed in 2016–17

2 Not yet classified, carried into 2017–18

9 Complaints managed in 2016–17

0	9	0
Policy	Conduct	Service

9 Complaints screened
3 Screened out
6 Screened in

1 Withdrawn prior to investigation

5

5	0
Referred	Retained

4 Outcomes
4 Unsubstantiated
1 Carried into 2017–18

OIPRD

Request for Review

0 Managed

GANANOQUE POLICE SERVICE

14
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

3 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 3 Total complaints managed in 2016–17

3 Complaints managed in 2016–17

0	3	0
Policy	Conduct	Service

3 Complaints screened
2 Screened out
1 Screened in

1

1	0
Referred	Retained

1 Outcome
1 Unsubstantiated

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

GUELPH POLICE SERVICE

193
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

46 Complaints received in 2016–17
+ 17 Complaints carried over from 2015–16
= 63 Total complaints managed in 2016–17

1 Successfully resolved through CSR
4 Not yet classified, carried into 2017–18

58 Complaints managed in 2016–17

1 — Policy
1 Complaint screened
1 Screened in

1 Outcome
1 Action taken

57 — Conduct
14 Screened in prior fiscal year
43 Complaints screened
9 Screened out
34 Screened in

48

38 — Referred

26 Outcomes
12 Unsubstantiated
3 Substantiated less serious
10 Withdrawn
1 Informally resolved
12 Carried into 2017–18

10 — Retained

4 Outcomes
3 Unsubstantiated
1 Withdrawn
6 Carried into 2017–18

OIPRD

0 — Service

Request for Review

1 Managed → **1 Outcome**
1 Chief's decision confirmed — 1 Unsubstantiated

HALTON REGIONAL POLICE SERVICE

690
Sworn Police Officers

2
Local Resolutions

1
Disciplinary Hearing held in 2016–17

75 Complaints received in 2016–17
+ 8 Complaints carried over from 2015–16
= 83 Total complaints managed in 2016–17

7 Successfully resolved through CSR
5 Not yet classified, carried into 2017–18

71 Complaints managed in 2016–17

0
Policy

66
Conduct

3 Screened in prior fiscal year
63 Complaints screened
22 Screened out
41 Screened in

1 Withdrawn prior to investigation

43

37
Referred

26 Outcomes
11 Unsubstantiated
2 Substantiated less serious
3 Withdrawn
10 Informally resolved
11 Carried into 2017–18

6
Retained

1 Outcome
1 Unsubstantiated
5 Carried into 2017–18

5
Service

5 Complaints screened
2 Screened out
3 Screened in

2 Outcomes
2 No action taken
1 Carried into 2017–18

OIPRD

Request for Review

5 Managed → **3 Outcomes**
3 Chief's decision confirmed — 2 Unsubstantiated
1 Criteria not met — 1 Substantiated less series

1 Carried into 2017–18

HAMILTON POLICE SERVICE

840
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

114 Complaints received in 2016–17
\+ 17 Complaints carried over from 2015–16
=131 Total complaints managed in 2016–17

9 Successfully resolved through CSR
7 Not yet classified, carried into 2017–18

115 Complaints managed in 2016–17

0
Policy

109
Conduct

7 Screened in prior fiscal year
102 Complaints screened
51 Screened out
51 Screened in

1 Withdrawn prior to investigation

57

45
Referred

37 Outcomes
11 Unsubstantiated
1 Substantiated less serious
4 Withdrawn
21 Informally resolved
8 Carried into 2017–18

12
Retained

5 Outcomes
4 Unsubstantiated
1 Successfully mediated
7 Carried into 2017–18

OIPRD

6
Service

6 Complaints screened
3 Screened out
3 Screened in

3 Outcomes
2 No action taken
1 Withdrawn

Request for Review

6 Managed → **4 Outcomes**
4 Chief's decision confirmed — 4 Unsubstantiated

2 Carried into 2017–18

HANOVER POLICE SERVICE

14
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

1 Complaint received in 2016–17
+ 1 Complaint carried over from 2015–16
= 2 Total complaints managed in 2016–17

→ 1 Successfully resolved through CSR

1 Complaint managed in 2016–17

Policy	Conduct	Service
0	1	0

1 Complaint screened
1 Screened in

1

1 Referred
1 Carried into 2017–18

0 Retained

→ OIPRD

Request for Review

0 Managed

KAWARTHA LAKES POLICE SERVICE (CITY OF)

41
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

11 Complaints received in 2016–17
+ 1 Complaint carried over from 2015–16
=12 Total complaints managed in 2016–17

→ 1 Not yet classified, carried into 2017–18

11 Complaints managed in 2016–17

0	9	2
Policy	Conduct	Service
	9 Complaints screened 6 Screened out 3 Screened in	2 Complaints screened 2 Screened out

3

3 Referred — **0** Retained

3 Outcomes
3 Unsubstantiated

OIPRD

Request for Review

1 Managed → **1 Outcome**
1 OIPRD took over investigation — 1 Unsubstantiated

KINGSTON POLICE

201
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

29 Complaints received in 2016–17
\+ 9 Complaints carried over from 2015–16
= 38 Total complaints managed in 2016–17

3 Not yet classified, carried into 2017–18

35 Complaints managed in 2016–17

0
Policy

33
Conduct

4 Screened in prior fiscal year
29 Complaints screened
16 Screened out
13 Screened in

2
Service

2 Complaints screened
2 Screened in

1 Outcome
1 No action taken
1 Carried into 2017–18

17

14
Referred

13 Outcomes
9 Unsubstantiated
4 Substantiated less serious
1 Carried into 2017–18

3
Retained

3 Outcomes
3 Unsubstantiated

OIPRD

Request for Review

2 Managed

2 Carried into 2017–18

LASALLE POLICE SERVICE

36
Sworn Police Officers

1
Local Resolution

0
Disciplinary Hearings held in 2016–17

1 Complaint received in 2016–17
+ 0 Complaints carried over from 2015–16
= 1 Complaint managed in 2016–17

1 Complaint managed in 2016–17

0	1	0
Policy	Conduct	Service

1 Complaint screened
1 Screened out

Request for Review

0 Managed

LONDON POLICE SERVICE

582
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

119 Complaints received in 2016–17
\+ 12 Complaints carried over from 2015–16
= 131 Total complaints managed in 2016–17

5 Successfully resolved through CSR
10 Not yet classified, carried into 2017–18

116 Complaints managed in 2016–17

7
Policy
7 Complaints screened
6 Screened out
1 Screened in

1 Outcome
1 No action taken

100
Conduct
6 Screened in prior fiscal year
94 Complaints screened
53 Screened out
41 Screened in

47

40
Referred

26 Outcomes
17 Unsubstantiated
8 Withdrawn
1 Informally resolved
14 Carried into 2017–18

7
Retained

5 Outcomes
4 Unsubstantiated
1 Substantiated less serious
2 Carried into 2017–18

OIPRD

9
Service
9 Complaints screened
1 Screened out
8 Screened in

7 Outcomes
1 Action taken
4 No action taken
2 Withdrawn
1 Carried into 2017–18

Request for Review

3 Managed

3 Carried into 2017–18

MIDLAND POLICE SERVICE

24
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

2 Complaints received in 2016–17
+ 2 Complaints carried over from 2015–16
= 4 Total complaints managed in 2016–17

4 Complaints managed in 2016–17

0	4	0
Policy	Conduct	Service

2 Screened in prior fiscal year
2 Complaints screened
2 Screened in

4

4	0
Referred	Retained

2 Outcomes
2 Withdrawn
2 Carried into 2017–18

OIPRD

Request for Review

0 Managed

NIAGARA REGIONAL POLICE SERVICE

706
Sworn Police Officers

0
Local Resolutions

1
Disciplinary Hearing held in 2016–17

105 Complaints received in 2016–17
\+ 28 Complaints carried over from 2015–16
=133 Total complaints managed in 2016–17

6 Not yet classified, carried into 2017–18

127 Complaints managed in 2016–17

0
Policy

125
Conduct

13 Screened in prior fiscal year
112 Complaints screened
62 Screened out
50 Screened in

63

58
Referred

48 Outcomes
25 Unsubstantiated
6 Substantiated less serious
16 Withdrawn
1 Informally resolved
10 Carried into 2017–18

5
Retained

2 Outcomes
1 Withdrawn
1 Informally resolved
3 Carried into 2017–18

OIPRD

2
Service

2 Complaints screened
2 Screened in

2 Outcomes
1 Action taken
1 No action taken

Request for Review

8 Managed → **2 Outcomes**
1 Chief's decision confirmed
1 Panel varied decision
2 Substantiated less serious

6 Carried into 2017–18

NORTH BAY POLICE SERVICE

90
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings Held in 2016–17

13 Complaints received in 2016–17
+ 10 Complaints carried over from 2015–16
= 23 Total complaints managed in 2016–17

→ 1 Successfully resolved through CSR

22 Complaints managed in 2016–17

0	22	0
Policy	Conduct	Service

7 Screened in prior fiscal year
15 Complaints screened
12 Screened out
3 Screened in

10

6 Referred
5 Outcomes
3 Unsubstantiated
1 Withdrawn
1 Informally resolved
1 Carried into 2017–18

4 Retained
3 Outcomes
3 Unsubstantiated
1 Carried into 2017–18

→ OIPRD

Request for Review

3 Managed → **1 Outcome**
1 Chief's decision confirmed — 1 Unsubstantiated

2 Carried into 2017–18

ONTARIO PROVINCIAL POLICE

5,951
Sworn Police Officers

0
Local Resolutions

7*
Disciplinary Hearings held in 2016–17
* Includes:
1 Stay of proceedings
1 Successful mediation

629 Complaints received in 2016–17
+ 139 Complaints carried over from 2015–16
= 768 Total complaints managed in 2016–17

29 Successfully resolved through CSR
61 Not yet classified, carried into 2017–18

678 Complaints managed in 2016–17

4
Policy
4 Complaints screened
1 Screened out
3 Screened in

3 Outcomes
3 No action taken

646
Conduct
74 Screened in prior fiscal year
571 Complaints screened
285 Screened out
286 Screened in

11 Withdrawn prior to investigation

349

316
Referred

247 Outcomes
91 Unsubstantiated
15 Substantiated less serious
1 Substantiated serious
81 Withdrawn
59 Informally resolved
69 Carried into 2017–18

33
Retained

19 Outcomes
17 Unsubstantiated
1 Withdrawn
1 Successfully mediated
14 Carried into 2017–18

OIPRD

28
Service
2 Screened in prior year
26 Complaints screened
4 Screened out
22 Screened in

22 Outcomes
7 Action taken
14 No action taken
1 Withdrawn
2 Carried into 2017–18

Request for Review

50 Managed
3 Second investigation to police service
12 Chief's decision confirmed
3 OIPRD took over investigation
1 Panel varied decision
1 Criteria not met

30 Carried into 2017–18

19 Outcomes
14 Unsubstantiated
4 Substantiated less series
1 Substantiated serious

ORANGEVILLE POLICE SERVICE

40
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

1 Complaint received in 2016–17
+ 0 Complaints carried over from 2015–16
= 1 Complaint managed in 2016–17

1 Complaint managed in 2016–17

0	1	0
Policy	Conduct	Service

1 Complaint screened
1 Screened in

1

1	0
Referred	Retained

1 Outcome
1 Informally resolved

OIPRD

Request for Review

0 Managed

OTTAWA POLICE SERVICE

1,239
Sworn Police Officers

1
Local Resolution

3
Disciplinary Hearings held in 2016–17

234 Complaints received in 2016–17
\+ 53 Complaints carried over from 2015–16
= 287 Total complaints managed in 2016–17

4 Successfully resolved through CSR
28 Not yet classified, carried into 2017–18

255 Complaints managed in 2016–17

1
Policy
1 Complaint screened
1 Screened in

1 Outcome
1 Withdrawn

242
Conduct
31 Screened in prior fiscal year
211 Complaints screened
117 Screened out
94 Screened in

1 Withdrawn prior to investigation

124

104
Referred

76 Outcomes
46 Unsubstantiated
5 Substantiated less serious
21 Withdrawn
2 Successfully mediated
2 Informally resolved
28 Carried into 2017–18

20
Retained

14 Outcomes
9 Unsubstantiated
1 Substantiated less serious
2 Substantiated serious
2 Withdrawn
6 Carried into 2017–18

OIPRD

12
Service
12 Complaints screened
5 Screened out
7 Screened in

6 Outcomes
1 No action taken
5 Withdrawn
1 Carried into 2017–18

Request for Review

15 Managed → **7 Outcomes**
7 Chief's decision confirmed
7 Unsubstantiated

8 Carried into 2017–18

OWEN SOUND POLICE SERVICE

41
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

6 Complaints received in 2016–17
+ 2 Complaints carried over from 2015–16
= 8 Total complaints managed in 2016–17

8 Complaints managed in 2016–17

0	8	0
Policy	Conduct	Service

2 Screened in prior fiscal year
6 Complaints screened
2 Screened out
4 Screened in

6

6	0
Referred	Retained

3 Outcomes
2 Unsubstantiated
1 Informally resolved
3 Carried into 2017–18

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

PEEL REGIONAL POLICE

1,967
Sworn Police Officers

19
Local Resolutions

0
Disciplinary Hearings held in 2016–17

223 Complaints received in 2016–17
+ 36 Complaints carried over from 2015–16
= 259 Total complaints managed in 2016–17

9 Successfully resolved through CSR
21 Not yet classified, carried into 2017–18

229 Complaints managed in 2016–17

2
Policy
2 Complaints screened
1 Screened out
1 Screened in

1 Outcome
1 No action taken

222
Conduct
17 Screened in prior fiscal year
205 Complaints screened
84 Screened out
121 Screened in

4 Withdrawn prior to investigation

134

107
Referred

87 Outcomes
11 Unsubstantiated
2 Substantiated less serious
24 Withdrawn
50 Informally resolved
20 Carried into 2017–18

27
Retained

12 Outcomes
7 Unsubstantiated
1 Substantiated less serious
4 Withdrawn
15 Carried into 2017–18

OIPRD

5
Service
5 Complaints screened
2 Screened out
3 Screened in

3 Outcomes
3 Withdrawn

Request for Review

1 Managed
1 OIPRD took over investigation

1 Outcome
1 Substantiated less serious

PETERBOROUGH POLICE SERVICE

138
Sworn Police Officers

0
Local Resolutions

1*
Disciplinary Hearing held in 2016–17
* Stay of proceedings

40 Complaints received in 2016–17
+ 3 Complaints carried over from 2015–16
= 43 Total complaints managed in 2016–17

→ 4 Not yet classified, carried into 2017–18

39 Complaints managed in 2016–17

0 Policy

36 Conduct
1 Screened in prior fiscal year
35 Complaints screened
19 Screened out
16 Screened in

17

12 Referred

8 Outcomes
4 Unsubstantiated
1 Substantiated less serious
2 Withdrawn
1 Informally resolved
4 Carried into 2017–18

5 Retained

1 Outcome
1 Unsubstantiated
4 Carried into 2017–18

3 Service
3 Complaints screened
1 Screened out
2 Screened in

2 Outcomes
1 Action taken
1 No action taken

OIPRD

Request for Review

2 Managed → **2 Outcomes**
2 Chief's decision confirmed
2 Unsubstantiated

PORT HOPE POLICE SERVICE

23
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings Held in 20-17

4 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 4 Total complaints managed in 2016–17

1 Successfully resolved through CSR

3 Complaints managed in 2016–17

0	3	0
Policy	Conduct	Service

3 Complaints screened
2 Screened out
1 Screened in

1

1 Referred
1 Carried into 2017–18

0 Retained

OIPRD

Request for Review

0 Managed

SARNIA POLICE SERVICE

108
Sworn Police Officers

0
Local Resolutions

1
Disciplinary Hearing held in 2016–17

14 Complaints received in 2016–17
\+ 4 Complaints carried over from 2015–16
=18 Total complaints managed in 2016–17

→ 1 Not yet classified, carried into 2017–18

17 Complaints managed in 2016–17

0
Policy

15
Conduct

1 Screened in prior fiscal year
14 Complaints screened
2 Screened out
12 Screened in

→ 2 Withdrawn prior to investigation

11

10
Referred

7 Outcomes
3 Unsubstantiated
4 Withdrawn
3 Carried into 2017–18

1
Retained

1 Carried into 2017–18

2
Service

2 Complaints screened
1 Screened out
1 Screened in

→ **1 Outcome**
1 Withdrawn

OIPRD

Request for Review

1 Managed → **1 Outcome**
1 OIPRD took over investigation
1 Unsubstantiated

SAUGEEN SHORES POLICE SERVICE

21
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

4 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 4 Total complaints managed in 2016–17

4 Complaints managed in 2016–17

0	4	0
Policy	Conduct	Service

4 Complaints screened
2 Screened out
2 Screened in

2

2 Referred

0 Retained

2 Outcomes
2 Unsubstantiated

OIPRD

Request for Review

0 Managed

SAULT STE. MARIE POLICE SERVICE

134
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

21 Complaints received in 2016–17
\+ 4 Complaints carried over from 2015–16
= 25 Total complaints managed in 2016–17

→ 2 Not yet classified, carried into 2017–18

23 Complaints managed in 2016–17

0	23	0
Policy	Conduct	Service

2 Screened in prior fiscal year
21 Complaints screened
8 Screened out
13 Screened in

15

14 Referred

13 Outcomes
9 Unsubstantiated
3 Withdrawn
1 Informally resolved
1 Carried into 2017–18

1 Retained

1 Carried into 2017–18

Request for Review

2 Managed

2 Carried into 2017–18

SHELBURNE POLICE SERVICE

14
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

2 Complaints received in 2016–17
+ 1 Complaint carried over from 2015–16
= 3 Total complaints managed in 2016–17

3 Complaints managed in 2016–17

Policy	Conduct	Service
0	3	0

1 Screened in prior fiscal year
2 Complaints screened
2 Screened in

3

Referred	Retained
1	2

1 Outcome
1 Informally resolved

2 Outcomes
1 Unsubstantiated
1 Substantiated less serious

OIPRD

Request for Review

0 Managed

SMITHS FALLS POLICE SERVICE

24
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings Held in 2016–17

11 Complaints received in 2016–17
\+ 0 Complaints carried over from 2015–16
= 11 Total complaints managed in 2016–17

2 Not yet classified, carried into 2017–18

9 Complaints managed in 2016–17

0	9	0
Policy	Conduct	Service

9 Complaints screened
3 Screened out
6 Screened in

6

6	0
Referred	Retained

4 Outcomes
3 Unsubstantiated
1 Substantiated less serious
2 Carried into 2017–18

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

SOUTH SIMCOE POLICE SERVICE

74
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

3 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 3 Total complaints managed in 2016–17

1 Not yet classified, carried into 2017–18

2 Complaints managed in 2016–17

0	2	0
Policy	Conduct	Service

2 Complaints screened
1 Screened out
1 Screened in

1

1	0
Referred	Retained

1 Outcome
1 Informally resolved

OIPRD

Request for Review

0 Managed

ST. THOMAS POLICE SERVICE

69
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

5 Complaints Received in 2016–17
+ 0 Complaints carried over from 2015–16
= 5 Total complaints managed in 2016–17

1 Successfully resolved through CSR
1 Not yet classified, carried into 2017–18

3 Complaints managed in 2016–17

0	3	0
Policy	Conduct	Service

3 Complaints screened
3 Screened out

Request for Review

0 Managed

STIRLING-RAWDON POLICE SERVICE

9
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

1 Complaint received in 2016–17
+ 0 Complaints carried over from 2015–16
= 1 Complaint managed in 2016–17

1 Complaint managed in 2016–17

0	1	0
Policy	Conduct	Service

1 Complaint screened
1 Screened out

Request for Review

0 Managed

STRATFORD POLICE SERVICE

55
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

4 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 4 Total complaints managed in 2016–17

4 Complaints managed in 2016–17

0	4	0
Policy	Conduct	Service

4 Complaints screened
1 Screened out
3 Screened in

3

3 Referred

0 Retained

3 Outcomes
1 Unsubstantiated
2 Withdrawn

OIPRD

Request for Review	**2 Managed**
	2 Carried into 2017–18

STRATHROY-CARADOC POLICE SERVICE

31
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

4 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 4 Total complaints managed in 2016–17

4 Complaints managed in 2016–17

0	4	0
Policy	Conduct	Service

4 Complaints screened
3 Screened out
1 Screened in

1

1	0
Referred	Retained

1 Outcome
1 Unsubstantiated

OIPRD

Request for Review

0 Managed

GREATER SUDBURY POLICE SERVICE

264
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

40 Complaints received in 2016–17
\+ 7 Complaints carried over from 2015–16
= 47 Total complaints managed in 2016–17

4 Successfully resolved through CSR
6 Not yet classified, carried into 2017–2018

37 Complaints managed in 2016–17

0
Policy

34
Conduct

4 Screened in prior fiscal year
30 Complaints screened
13 Screened out
17 Screened in

3
Service

1 Screened in prior year
2 Complaints screened
1 Screened out
1 Screened in

2 Outcomes
2 No action taken

21

17
Referred

13 Outcomes
2 Unsubstantiated
8 Withdrawn
3 Informally resolved
4 Carried into 2017–18

4
Retained

2 Outcomes
2 Unsubstantiated
2 Carried into 2017–18

OIPRD

Request for Review

0 Managed

THUNDER BAY POLICE SERVICE

232
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

64 Complaints received in 2016–17
+ 16 Complaints carried over from 2015–16
= 80 Total complaints managed in 2016–17

→ 1 Successfully resolved through CSR
→ 5 Not yet classified, carried into 2017–18

74 Complaints managed in 2016–17

1
Policy
1 Complaint screened
1 Screened in
→ 1 Carried into 2017–18

71
Conduct
11 Screened in prior fiscal year
60 Complaints screened
31 Screened out
29 Screened in
→ 1 Withdrawn prior to investigation
39

2
Service
1 Screened in prior year
1 Complaint screened
1 Screened in
→ **2 Outcomes**
1 Action taken
1 No action taken

22
Referred
17 Outcomes
12 Unsubstantiated
3 Withdrawn
2 Informally resolved
5 Carried into 2017–18

17
Retained
9 Outcomes
5 Unsubstantiated
1 Substantiated less serious
1 Substantiated serious
2 Withdrawn
8 Carried into 2017–18
→ OIPRD

Request for Review

6 Managed
1 Chief's decision confirmed
2 Criteria not met
3 Carried into 2017–18
→ **1 Outcome**
1 Unsubstantiated

TIMMINS POLICE SERVICE

85
Sworn Police Officers

0
Local Resolutions

1
Disciplinary Hearing held in 2016–17

12 Complaints received in 2016–17
\+ 5 Complaints carried over from 2015–16
=17 Total complaints managed in 2016–17

1 Successfully resolved through CSR

16 Complaints managed in 2016–17

0	16	0
Policy	Conduct	Service

4 Screened in prior fiscal year
12 Complaints screened
4 Screened out
8 Screened in

12

11 Referred

9 Outcomes
6 Unsubstantiated
2 Substantiated less serious
1 Informally resolved
2 Carried into 2017–18

1 Retained

1 Carried into 2017–18

OIPRD

Request for Review

1 Managed

1 Carried into 2017–18

TORONTO POLICE SERVICE

5,366
Sworn Police Officers

13
Local Resolutions

5*
Disciplinary Hearings held in 2016–17
* 2 Successful mediations

799 Complaints received in 2016–17
+ 180 Complaints carried over from 2015–16
= 979 Total complaints managed in 2016–17

39 Successfully resolved through CSR
46 Not yet classified, carried into 2017–18

894 Complaints managed in 2016–17

6
Policy
6 Complaints screened
1 Screened out
5 Screened in

2 Outcomes
1 No action taken
1 Withdrawn
3 Carried into 2017–18

837
Conduct
122 Screened in prior fiscal year
715 Complaints screened
375 Screened out
340 Screened in

9 Withdrawn prior to investigation

453

363
Referred

252 Outcomes
131 Unsubstantiated
6 Substantiated less serious
3 Substantiated serious
53 Withdrawn
59 Informally resolved
111 Carried into 2017–18

90
Retained

15 Outcomes
8 Unsubstantiated
4 Substantiated less serious
1 Substantiated serious
1 Withdrawn
1 Successfully mediated
75 Carried into 2017–18

OIPRD

51
Service
7 Screened in prior year
44 Complaints screened
13 Screened out
31 Screened in

30 Outcomes
5 Action taken
12 No action taken
1 Informally resolved
12 Withdrawn
8 Carried into 2017–18

Request for Review

61 Managed
1 Second investigation to police service
32 Chief's decision confirmed
1 Panel varied decision
2 Criteria not met

25 Carried into 2017–18

34 Outcomes
32 Unsubstantiated
1 Substantiated less serious
1 Substantiated serious

WATERLOO REGIONAL POLICE SERVICE

767
Sworn Police Officers

0
Local Resolutions

1*
Disciplinary Hearings held in 2016–17
* Withdrawn

90 Complaints received in 2016–17
+ 21 Complaints carried over from 2015–16
=111 Total complaints managed in 2016–17

3 Successfully resolved through CSR
9 Not yet classified, carried into 2017–18

99 Complaints managed in 2016–17

0
Policy

96
Conduct

13 Screened in prior fiscal year
83 Complaints screened
50 Screened out
33 Screened in

1 Withdrawn prior to investigation

45

34
Referred

28 Outcomes
13 Unsubstantiated
4 Substantiated less serious
6 Withdrawn
5 Informally resolved
6 Carried into 2017–18

11
Retained

6 Outcomes
3 Unsubstantiated
2 Substantiated less serious
1 Substantiated serious
5 Carried into 2017–18

3
Service

3 Complaints screened
3 Screened in

3 Outcomes
1 No action taken
2 Withdrawn

OIPRD

Request for Review

8 Managed
1 Second investigation to police service
2 Chief's decision confirmed
1 Panel varied decision

4 Carried into 2017–18

4 Outcomes
3 Unsubstantiated
1 Substantiated serious

WEST GREY POLICE SERVICE

19
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

3 Complaints received in 2016–17
+ 2 Complaints carried over from 2015–16
= 5 Total complaints managed in 2016–17

5 Complaints managed in 2016–17

0	5	0
Policy	Conduct	Service

2 Screened in prior fiscal year
3 Complaints screened
2 Screened out
1 Screened in

3

0 Referred

3 Retained

2 Outcomes
1 Unsubstantiated
1 Substantiated serious
1 Carried into 2017–18

OIPRD

Request for Review

0 Managed

WEST NIPISSING POLICE SERVICE

22
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

4 Complaints received in 2016–17
+ 4 Complaints carried over from 2015–16
= 8 Total complaints managed in 2016–17

1 Successfully resolved through CSR

7 Complaints managed in 2016–17

0	7	0
Policy	Conduct	Service

3 Screened in prior fiscal year
4 Complaints screened
3 Screened out
1 Screened in

4

3 Referred
2 Outcomes
2 Unsubstantiated
1 Carried into 2017–18

1 Retained
1 Outcome
1 Unsubstantiated

OIPRD

Request for Review

2 Managed
1 Criteria not met

1 Carried into 2017–18

WINDSOR POLICE SERVICE

429
Sworn Police Officers

0
Local Resolutions

1*
Disciplinary Hearing held in 2016–17
* Stay of proceedings

44 Complaints received in 2016–17
+ 11 Complaints carried over from 2015–16
= 55 Total complaints managed in 2016–17

1 Successfully resolved through CSR
3 Not yet classified, carried into 2017–18

51 Complaints managed in 2016–17

0
Policy

47
Conduct

7 Screened in prior fiscal year
40 Complaints screened
16 Screened out
24 Screened in

4
Service

4 Complaints screened
4 Screened in

4 Outcomes
2 No action taken
2 Withdrawn

31

23
Referred

19 Outcomes
7 Unsubstantiated
3 Substantiated less serious
7 Withdrawn
2 Informally resolved
4 Carried into 2017–18

8
Retained

2 Outcomes
1 Substantiated less serious
1 Substantiated serious
6 Carried into 2017–18

Request for Review

5 Managed
1 Criteria not met

4 Carried into 2017–18

WINGHAM POLICE SERVICE

7
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

2 Complaints received in 2016–17
+ 0 Complaints carried over from 2015–16
= 2 Total complaints managed in 2016–17

2 Complaints managed in 2016–17

0	2	0
Policy	Conduct	Service

2 Complaints screened
2 Screened in

2

1	1
Referred	Retained
1 Carried into 2017–18	1 Carried into 2017–18

OIPRD

Request for Review

0 Managed

WOODSTOCK POLICE SERVICE

63
Sworn Police Officers

0
Local Resolutions

0
Disciplinary Hearings held in 2016–17

7 Complaints received in 2016–17
\+ 3 Complaints carried over from 2015–16
= 10 Total complaints managed in 2016–17

10 Complaints managed in 2016–17

1
Policy
1 Screened in prior year

1 Outcome
1 No action taken

8
Conduct
8 Complaints screened
4 Screened out
4 Screened in

4

4
Referred

0
Retained

4 Outcomes
1 Unsubstantiated
2 Withdrawn
1 Informally resolved

1
Service
1 Screened in prior year

1 Outcome
1 No action taken

OIPRD

Request for Review

0 Managed

YORK REGIONAL POLICE

1,598
Sworn Police Officers

1
Local Resolution

1
Disciplinary Hearing held in 2016–17

168 Complaints received in 2016–17
\+ 28 Complaints carried over from 2015–16
= 196 Total complaints managed in 2016–17

15 Successfully resolved through CSR
11 Not yet classified, carried into 2017–18

170 Complaints managed in 2016–17

0
Policy

160
Conduct

16 Screened in prior fiscal year
144 Complaints screened
81 Screened out
63 Screened in

3 Withdrawn prior to investigation

76

66
Referred

45 Outcomes
8 Unsubstantiated
1 Substantiated less serious
1 Substantiated serious
18 Withdrawn
17 Informally resolved
21 Carried into 2017–18

10
Retained

9 Outcomes
7 Unsubstantiated
1 Substantiated less serious
1 Withdrawn
1 Carried into 2017–18

OIPRD

10
Service

10 Complaints screened
3 Screened out
7 Screen in

7 Outcomes
2 Action taken
5 Withdrawn

Request for Review

7 Managed
3 Chief's decision confirmed
2 Panel varied decision

2 Carried into 2017–18

5 Outcomes
1 Unsubstantiated
2 Substantiated less serious
2 Substantiated serious

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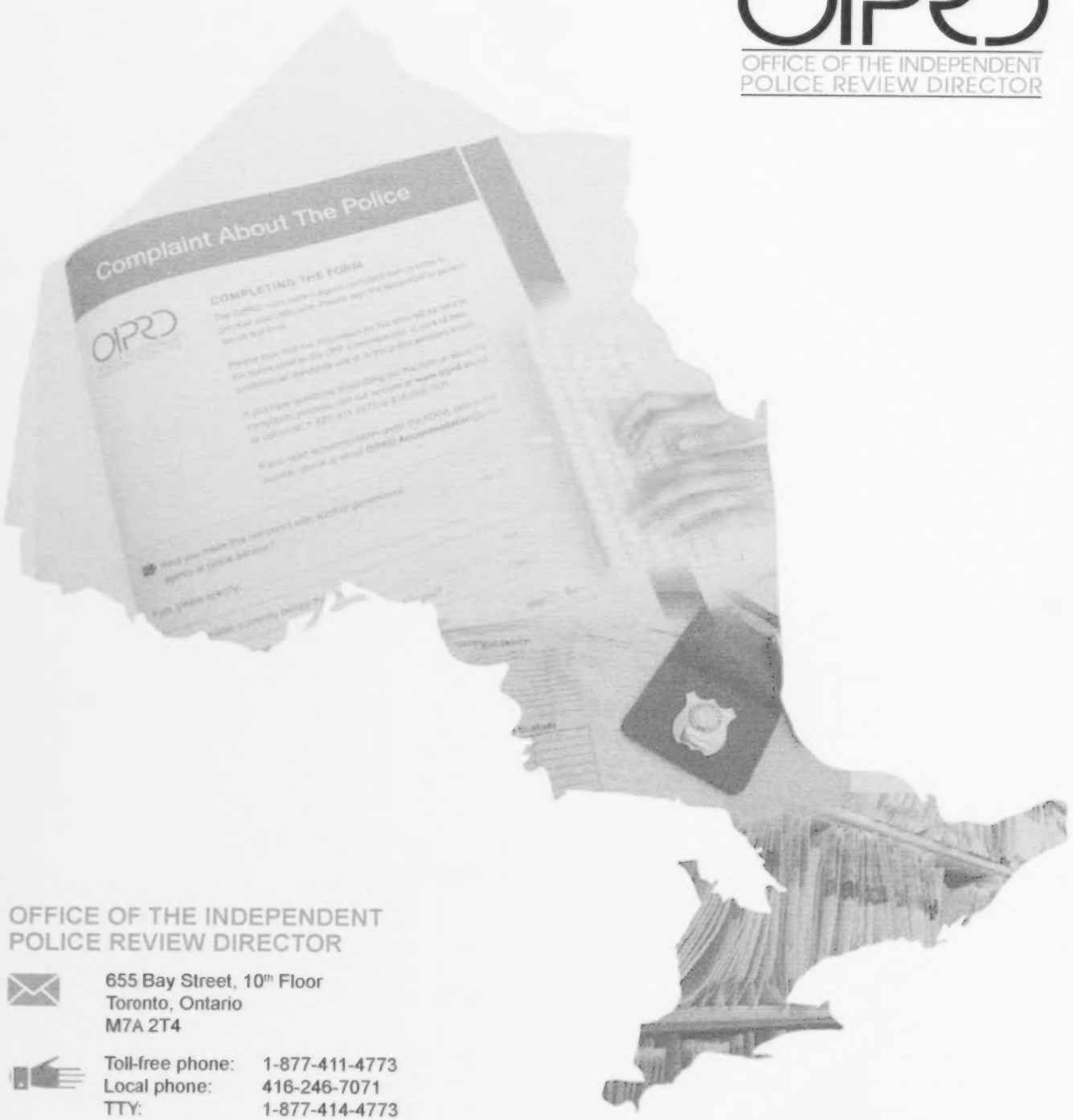
POLICE REVIEW DIRECTOR



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